

U.S. Department of Justice

Office of the Deputy Attorney General

The Deputy Attorney General

Washington, D.C. 20530

May 18, 1998

MEMORANDUM

TO: United States Attorneys
Director, Federal Bureau of Investigation
Assistant Attorney General, Criminal Division
Assistant Attorney General, Civil Division

FROM:  Eric H. Holder, Jr.

SUBJECT: Referral of Quality of Care Allegations Concerning
Health Care Providers

In investigating potential violations of law, the Department's criminal and civil prosecutors and investigators may uncover indications that health care providers are rendering inadequate care, or harming or abusing patients. The Attorney General has directed that "[i]nformation concerning these matters should expeditiously be disseminated to the appropriate authority so that no further harm can occur." (January 1, 1997, Fraud Abuse & Control Program & Guidelines, at 17.)

Our duty to make these referrals is triggered when we receive credible allegations. Whether credible allegations have been received is a determination that will turn on the facts of each given case, and is left to the discretion of those supervising and handling the investigations.

The attached memorandum provides guidance on how Assistant U.S. Attorneys, the Department's trial attorneys, and agents of the Federal Bureau of Investigation should meet this obligation. Specifically, the memorandum provides information and advice on: (1) the entities and individuals to whom referrals should be made; (2) the federal statutes that will most commonly restrict

our ability to disclose information obtained in health care fraud cases; and (3) the material that should be included with the referral, to the extent permitted by federal and state law, and any applicable protective orders.¹

Attachments

¹When a provider has provided inadequate care, or harmed or abused patients, attorneys and investigators should also consider whether the Department should prosecute the provider under the Civil False Claims Act, the common law, or a criminal statute.

**REFERRAL OF QUALITY OF CARE ALLEGATIONS
CONCERNING HEALTH CARE PROVIDERS**

This memorandum sets forth guidance on how the Department's attorneys and investigators should meet their obligation to refer allegations concerning inadequate, harmful, or abusive health care to the appropriate authorities and to the affected entities and individuals. The Attorney General has directed that "[information concerning these matters should expeditiously be disseminated to the appropriate authority so that no further harm can occur." (January 1, 1997, Fraud Abuse & Control Program & Guidelines, at 17.)

Our duty to make these referrals is triggered when we receive credible allegations that a health care provider is providing inadequate care, or harming or abusing patients. Our obligation might be triggered when we obtain information that, while not sufficient to open a civil or criminal investigation, does contain credible information about inadequate care or harm or abuse of patients. It might also arise in the course of an on-going civil or criminal investigation, or at the conclusion of an investigation. The decision on whether to make a referral must be made on a case-by-case basis, recognizing our obligation to take all practical and lawful steps to protect individual patients against harm or abuse.¹

Of course, when a provider has provided inadequate care, or harmed or abused patients, attorneys and investigators should also consult with the affected federal health program, and consider whether the Department should prosecute the provider for fraud or false claims under the civil False Claims Act, the common law, or a criminal statute. This memorandum does not address the standards that should apply to that determination.

This memorandum provides information and advice on: (i) the entities and individuals to whom referrals should be made; (ii) the federal statutes that will most commonly restrict our ability to disclose information obtained in health care fraud cases; and, (iii) the material that should or may be included with the referral, to the extent permitted by federal and state law, and any applicable protective orders. Any questions about the

¹The determination as to whether credible allegations concern potential harm or abuse ultimately will turn on an exercise of considered judgment by the attorney or agent handling the matter. Likewise, the speed with which a referral then should be made in light of the principles set forth in this memorandum is best left to the careful judgment of the attorneys and agents handling these cases since they are in the best situation to evaluate all of the relevant circumstances.

process should be directed to the Civil Division's Health Care Fraud Coordinator.

I. To who referrals should be made.

- A. Providers Surveyed by Medicare & Medicaid: Contact HCFA Associate Regional Administrator for the Division of Medicaid & State Operations.

Subject to the special considerations set forth below, if we receive credible allegations concerning a quality of care problem with respect to a provider that is surveyed by Medicare and Medicaid, inquiries and referrals should be directed to the Health Care Financing Administration's Associate Regional Administrator for the Division of Medicaid & State Operations for the region where the provider is found. The attached chart identifies the names and telephone numbers of the individuals currently holding this position. (Attachment A.)

The following provider types are surveyed by Medicare & Medicaid: hospitals, nursing homes, home health agencies, hospices, outpatient rehabilitation facilities and clinics, rural health clinics, clinical laboratories, kidney dialysis facilities, ambulatory surgical centers, independently practicing physical and occupational therapists, and psychiatric hospitals.

- B. Other Facilities/Practitioners: Contact HCFA Associate Regional Administrator for the Division of Clinical Standards & Quality.

Subject to the special considerations set forth below, if we receive credible allegations of inadequate care that pertain to a provider that is not surveyed by Medicare and Medicaid (such as a physician, nurse, or other provider not listed in Paragraph I, above), HCFA's Associate Regional Administrator for Clinical Standards & Quality should be contacted. The attached chart identifies the names and telephone numbers of the individuals currently holding those positions. (Attachment A.)

Where the referral concerns a provider licensed by a state agency, the Department attorney or investigator making the referral should also make the referral to the appropriate state agency, using the list at Attachment B as a guide.

- C. Emergency Situations Affecting Consumers and Patients

In certain cases where credible allegations pose the possibility of imminent harm to consumers or patients, it may be advisable for the Department to alert other parties as well, such as the state Ombudsman or other representative of the state Administration on Aging, or the state Ombudsman for Mental Health and Mental Retardation. These individuals are likely to be in a

position to work effectively with consumers and patients to protect them.

In addition, where there is immediate concern for the safety of the patient, it may be wise to alert local Adult Protective Services. These county groups have a variety of tools to address patient abuse and neglect, including removal of patients, investigations, and court actions for guardianships and conservatorships. APS will alert local law enforcement as needed.

Depending upon the circumstances, it may also be prudent to inform patients and their families, the provider's customers, the consumer protection division of the local Attorney General's Office, the federal Food & Drug Administration, or the federal Drug Enforcement Agency, of the allegations.

Care should be taken to ensure that such notification is provided in an expeditious fashion whenever appropriate, subject to the special considerations set forth below. When entities outside the federal government are notified, the Department should be careful to avoid stating its opinion or conclusions, and to limit its disclosure to factual matters, such as the nature of allegations received, or evidence obtained.

D. State Medicaid Fraud Control Unit

The State Medicaid Fraud Control Units (MFCUs) have the specific authority and responsibility to investigate and prosecute cases involving patient harm and neglect. When Medicaid funds are involved, and when disclosure may be made pursuant to the special considerations set forth below, credible allegations should be referred promptly to the appropriate state MFCU.

It should be noted that the MFCUs are also a valuable source of knowledge on the state and local entities to whom we may wish to make referrals pursuant to Paragraph C, above. They can also provide information on the Vulnerable Adult and Elder Abuse statutes that many states have enacted to allow confidential reporting of patient abuse and neglect.

E. Providers known to be Associated with Private Health Plans: Contact Private Health Plan

In the event the attorney or agent handling the case has information indicating that the provider is affiliated with a private health plan or managed care organization, consistent with the special considerations set forth below, it may be advisable to provide any credible allegations concerning quality of care problems to the health care fraud information exchange coordinator at the private health plan. In disclosing such

information, great care should be taken not to provide conclusory opinions or views -- but rather to provide purely factual information concerning allegations we have received, or concerning evidence we have obtained - - to protect against a private organization taking precipitous action without adequate cause.

F. Pattern or Practice of Violating Constitutional or Federal Statutory Rights in Publicly-Owned or Operated Institutions: Contact Civil Rights Division

In the event a Department attorney or investigator receives credible allegations that a publicly-owned or operated facility providing residential care and treatment, such as a nursing home, psychiatric hospital or mental retardation institution, is repeatedly providing grossly inadequate care, subject to the special considerations set forth below, the information should be referred expeditiously to the Deputy Chief of the Special Litigation Section of the Civil Rights Division.

The Civil Rights of Institutionalized Persons Act (CRIPA), 42 U.S.C. § 1997 et seq., authorizes the Government to seek injunctive relief when a public facility engages in a pattern or practice of violating the constitutional or federal statutory rights of institutionalized persons. Examples of the types of conduct that can violate civil rights include widespread staff abuse; failure to meet residents' basic care needs, such as providing adequate nutrition, hygiene and shelter and preventing bedsores and ulcers; unreasonable mechanical or chemical restraint; inadequate medical or nursing care; lack of sufficient medication or medical supplies; and failure to provide the care for which the person was institutionalized.²

II. SPECIAL CONSIDERATIONS: RESTRICTIONS ON DISCLOSURE

Before providing information to private health plans and government officials responsible for regulating quality of care issues, the Department's attorneys and investigators should consult with their supervisors concerning whether a referral is appropriate. Assistant U.S. Attorneys should consult with their U.S. Attorney, or the supervisor to whom the U.S. Attorney

²Under certain circumstances, the Civil Rights Division also has jurisdiction over privately owned or operated residential facilities if the facility discriminates against residents based on their race, sex, disability, familial status, and national origin. In addition, the Civil Rights Division has authority to investigate serious, isolated staff abuse in public and some private facilities. The Deputy Chief in the Special Litigation Section will refer these matters to the appropriate section within the Civil Rights Division.

delegates this role. Trial Attorneys and FBI agents should consult with their direct supervisor on the case in question. Careful scrutiny of proposed referrals is advisable to avoid unnecessarily adding to the workload of the agencies and entities to whom we are making referrals, to maintain credibility with them, and to ensure that disclosures are in conformity with the law, as discussed below.

The Department's attorneys and investigators must ensure that referrals may be made without violating federal and state law. If a statute (such as those listed below) would permit disclosure but only in certain conditions, all reasonable and practicable efforts should be made to meet those conditions so that disclosure may be made. In particular, if a court order would permit disclosure, a court order should be sought.

The following is a list of the federal statutes restricting disclosure of information that will most frequently apply to the evidence uncovered in health care fraud investigations. Before disclosing information, the Department's attorneys and investigators should ensure that they have done all they can to confirm that: (i) the disclosure will comply with the federal statutes discussed below, (ii) no other federal law precludes disclosure of the information, and (iii) the disclosure will not violate state law or any applicable protective orders.

FEDERAL STATUTES RESTRICTING DISCLOSURE

A. Rule 6(e) of the Federal Rules of Criminal Procedure. Absent a court order permitting disclosure in connection with other judicial proceedings, Rule 6(e) of the Federal Rules of Criminal Procedure bars the Department from disclosing matters occurring before a grand jury.

B. The Civil Investigative Demand Statute. Absent the consent of the person responding to a civil investigative demand (CID), documents, testimony and information obtained through CIDS may not be disclosed by the Department to state agencies for regulatory purposes, such as licensing medical professionals, or to private entities or persons. See 31 U.S.C. Section 3733(i)(2)(C). Absent the consent of the respondent, or a court order obtained on a showing of "substantial need," CID material may not be disclosed to federal agencies for matters unrelated to investigating the potential false claims law violation, such as terminating a provider's participation in the Medicare program, or otherwise taking action with respect to quality of care issues. See 31 U.S.C. Section 3733(i)(2)(C). The custodian of the CID information may disclose the information to Department of Justice attorneys either (i) for "official use" in connection with an ongoing proceeding, or (ii) if the person who produced the CID information consents to the disclosure. See 31 U.S.C. Section 3733(i)(2)(C) and (i)(3).

C. Privacy Act, 5 U.S.C. Section 552a. Absent the consent of the individual, a court order, or a "routine use" of your component that authorizes such disclosure, the Privacy Act prohibits our disclosing records about an individual outside the Department of Justice when those records are maintained in a "system or records" from which information is retrieved by individual name or other individual identifier (e.g., Social Security number).

Existing routine uses permit us to disclose Privacy Act information for law enforcement purposes. In addition, the Department on February 20, 1998, issued a routine use that permits the Department's attorneys and investigators to disclose information indicating patient harm, neglect, or abuse, or poor or inadequate quality of care, to regulatory and licensing authorities, the appropriate health plan, and the "affected patient or his or her representative or guardian at the discretion of and in the manner determined by the agency in possession of the information." 63 Fed. Reg. 8659 (Privacy Act of 1974; Notice of Modified System or Records.)

D. The qui tam provisions of the False Claims Act, 31 U.S.C. Section 3730(b)(2). Absent a court order partially lifting the seal, the qui tam provisions restrict our ability to disclose the existence of a sealed qui tam case. Accordingly, when disclosing quality of care allegations raised in a qui tam case for a purpose other than furthering investigation of the fraud allegations, we should either (i) expeditiously attempt to obtain a court order partially lifting the seal, or (ii) take great care to describe the allegations without mentioning their source (unless the relator agrees to be described as an informant or witness), and without mentioning the existence of the suit. Different United States Attorneys Offices have different policies on this issue, and, accordingly, you should consult with your supervisor before referring allegations raised in a sealed qui tam case to an entity responsible for addressing quality of care problems.

E. The Drug Abuse Prevention, Treatment, and Rehabilitation Act, and the Comprehensive Alcohol and Alcoholism Prevention, Treatment, and Rehabilitation Act of 1970, 42 U.S.C. Section 290dd-2. Alcohol and drug abuse patient records may be disclosed by Department attorneys and investigators: (i) when the patient provides a written consent that complies with the requirements of 42 C.F.R. § 2.31(a), and the disclosure is accompanied by the written statement set forth in 42 C.F.R. § 2.32 concerning the prohibition on redisclosure, or, (ii) when a court of competent jurisdiction issues an order authorizing disclosure for "good cause shown." 42 C.F.R. §§ 2.61 through 2.67. In addition, the regulations of the Public Health Service authorize alcohol or drug abuse facilities to allow government entities to review these records at the alcohol or drug abuse facility to perform

audit or evaluation functions within their respective jurisdictions, and to copy or remove those records if they comply with certain safeguards spelled out in the regulations. 42 C.F.R. § 2.53.

F. Trade Secrets Act, 18 U.S.C. Section 1905/Internal Revenue Code, 26 U.S.C. Sections 6103-7213/Right to Financial Privacy Act, 12 U.S.C. Section 3401 et seq. These statutes restrict dissemination of confidential financial information, income tax returns filed with the Internal Revenue Service, and records of financial institutions. In the event you need to disclose information of this nature to make a quality of care referral, you should consult the the statutes cited in this paragraph.

III. Elements of the Referral

When referring quality of care problems; the Department attorney or investigator should provide the following information, if available (assuming that such disclosure is fully in conformance with the law and any applicable court orders³):

- (i) the provider's name, address, telephone number, tax identification number or social security number, and all known supplier, provider and/or physician numbers issued to the provider;
- (ii) the name, address, and telephone number of the lead Department attorney and lead investigator handling the case;
- (iii) the allegations against the provider that relate to quality of care;
- (iv) any specific quality of care standards known to have been violated; and
- (v) any restrictions on disclosure of the information provided.

The referral may also include the information listed below. In deciding whether to provide this information, the Department's attorneys should consider whether the entity's need for the information to protect patients from harm is sufficiently great that it outweighs any harm to the fraud investigation. The Department's attorneys should also ensure that the disclosure is

³The information that is advisable and lawful to include in the referral may vary depending upon whether disclosure is to be made to a federal government official, a state government official, or a private health plan.

fully in conformance with the law and any applicable court orders:

(i) information on the status of the Department's investigation, and on whether the entity to whom disclosure is made need to take any precautions in order to avoid compromising the Government's investigation;

(ii) the names, addresses, and telephone numbers of witnesses who can confirm the allegations; and

(iii) copies of any documents evidencing the quality of care problem.

You may also include any other information that you think is material. Importantly, however, the referral should not be held up in order to assemble all of the elements discussed above. The referral can always be supplemented, and the most important thing is to expeditiously relay the key information to the entities with the authority to address the problem.

Copies of referral letters should be provided to:

Mr. Robert E. Richardson Assistant Inspector
General for Criminal Investigations Office of
Inspector General Department of Health &
Human Services Cohen Building, Room 5459 330
Independence Ave., S.W. Washington, D.C.
20201 (202) 619-0529

Copies may also be sent to the Health Care Fraud Coordinator in the Executive Office for U.S. Attorneys, who will forward them to the Criminal and Civil Divisions.

Questions about the referral process should be directed to the Health Care Fraud Coordinator in the Civil Division of the Department of Justice. The health care fraud coordinator in each component should be contacted for the names, addresses and telephone numbers of the Civil Division and EOUSA health care fraud coordinators.

* * * * *

Bringing quality of care problems to the attention of all appropriate law enforcement and regulatory authorities, as well as all affected private parties, is of the utmost importance. Accordingly, when the Department's attorneys and investigators receive credible allegations of quality of care problems, they are directed to take all practicable and lawful steps to make referrals as set forth above, to ensure that law enforcement and regulatory authorities have the information they need to take

appropriate action, and to follow-up by providing additional, relevant evidence whenever appropriate.

Attachments

DATED: May 1998

ALABAMA***Rick Harris, Director**

Division of Licensure and Certification
Alabama Department of Public Health
PO Box 303017

Montgomery, AL 36130-3017

(334) 206-5100

(334) 206-5088 - fax

Support Contact: Charlotte Peters (334) 240-3502

***Elva Goldman, Director**

Field Services Branch/Quality Assurance
Division of Licensure and Certification
Alabama Department of Public Health
PO Box 303017

Montgomery, AL 36130-3017

(334) 206-5100

(334) 206-5088 - fax

Support Contact: Chrys Foreman (334) 240-3551

Carolyn Harvey, Director

Long Term Care Section
Division of Licensure and Certification
Alabama Department of Public Health
PO Box 303017

Montgomery, AL 36130-3017

(334) 206-5100

(334) 206-5158 - fax

Support Contact: Ruth Johnson (334) 240-3521
or Queen Sellers (334) 240-3522

Jessica Hardy, Director

Health Care Facilities Section
Division of Licensure and Certification
Alabama Department of Public Health
PO Box 303017

Montgomery, AL 36130-3017

(334) 206-5100

(334) 206-5088 - fax

Support Contact: VACANT

ALASKA***Sherbert Larsen, Administrator**

Medical Assistance
Health Facilities Licensing & Certification
4730 Business Park Blvd., Suite 18, Bldg. H
Anchorage, AK 99503-7137

(907) 661-8081

(907) 661-9011 fax

E-mail: SLARSEN@HEALTH.STATE.AK.US

Support Contact: Jeanne Hansen (907) 661-8081

Ronald Cowan*ARIZONA*****Linda Palmer, Deputy Assistant Director**

Assurance and Licensure
Health and Child Care Review Services
Arizona Department of Health Services
1647 East Morten Avenue, Suite 220
Phoenix, AZ 85020

(602) 255-1221

(602) 255-1108 - fax

E-Mail - lpalmer@hs.state.az.us

Support Contact: Dee Coffey (602) 255-1221

***Virginia F. Blair, Office Chief**

Assurance and Licensure
Health and Child Care Review Services
Arizona Department of Health Services
1647 East Morten Avenue, Suite 220
Phoenix, AZ 85020

(602) 255-1187

(602) 255-1108 - fax

Support Contact: Linda Stewart (602) 255-1221

Judith Sgrillo, Acting Program Manager

Long Term Care Program
Arizona Department of Health Services
1647 East Morten Avenue, Suite 110
Phoenix, AZ 85020

(602) 255-1244

(602) 255-1108 - fax

Support Contact: Diane Zuber (602) 255-1244

Lynda Rahn, Associate Director

Office of Health Care Licensure
Arizona Department of Health Services
1647 East Morten Avenue, Suite 180
Phoenix, AZ 85020

(602) 255-1197

(602) 255-1108 - fax

Support Contact: VACANT

ARKANSAS***Valette M. Buck, Director**

Health Facility Services
Arkansas Department of Health
Freeway Medical Tower
5800 West 10th St., Suite 400
Little Rock, AR 72204

(501) 661-2201

(501) 661-2165 - fax

Support Contact: Debra (501) 661-2201

Wanda Theus, Director

Medicare Certification Programs
Health Facility Services
Arkansas Department of Health
Freeway Medical Tower
5800 West 10th St., Suite 400
Little Rock, AR 72204

(501) 661-2201

(501) 661-2165 - fax

Support Contact: Debra (501) 661-2201

***Shirley Gamble, Director**

Office of Long Term Care
Medical Services
Arkansas Department of Human Services
P. O. Box 8058, Slot #400
Little Rock, AR 72205

(501) 682-8486

(501) 682-6171

LTC

Mike Pollitt, Assistant Director

Medical Services/Office of Long Term Care
Department of Human Services
PO Box 8058-Slot 404
Little Rock, AR

(501) 682-8478

(501) 682-6171

LTC

Support Contact: Diana Riley (501) 682-8855

AHFSA Directory

CALIFORNIA

Director
 Licensing & Certification Division
 California Department of Health Services
 P. O. Box 942732
 1800 Third Street, Suite 210
 Sacramento, CA 94234
 (916) 445-4054
 (916) 445-6979 - fax
 Support Contact: Michael L. Rodrian (916) 324-9460

✓ **Brenda Klutz, Asst Deputy Director**
 Licensing & Certification Division
 California Department of Health Services
 PO Box 942732
 1800 Third Street, Suite 210
 Sacramento, CA 94234-7320
 (916) 445-4054
 (916) 445-6979 - fax

== **Michael L. Rodrian, Chief**
 Operation & Support Branch
 Licensing & Certification Division
 California Department of Health Services
 P. O. Box 942732
 Sacramento, CA 94234-7320
 (916) 324-9460
 (916) 445-6979 - fax
 Support Contact: Carol Paulk (916) 324-9460

COLORADO

Daraghay, Director
 Facilities Division
 Building A, 2nd Floor
 Colorado Department of Public Health & Environment
 4300 Cherry Creek Drive, South
 Denver, CO 80222-1530
 (303) 692-2819
 (303) 782-4883 - fax
 E-mail: PAUL.DARAGHY@STATE.CO.US
 Support Contact: Linda Holland (303) 692-2835

* **Janel Little, Deputy Director**
 Health Facilities Division
 Building A, 2nd Floor
 Colorado Department of Public Health & Environment
 4300 Cherry Creek Drive, South
 Denver, CO 80222-1530
 (303) 692-2903
 (303) 782-4883 - fax
 E-mail: JANEL.LITTLE@STATE.CO.US
 Support Contact: Jeanne-Marie Ragan (303) 692-2887

Sue Rehak, Deputy Director
 Health Facilities Division
 Building A, 2nd Floor
 Colorado Department of Public Health & Environment
 4300 Cherry Creek Drive, South
 Denver, CO 80222-1530
 (303) 692-2858
 (303) 782-4883 - fax
 E-mail: SUE.REHAK@STATE.CO.US
 Support Contact: Rhonda Lee (303) 692-2837

Connecticut

* **Cynthia Denne, Director**
 Division of Health Systems Regulation
 Connecticut Department of Public Health
 410 Capitol Av. MS#12HSR
 Hartford, CT 06134-0303
 (860) 509-7400
 (860) 509-7543 - fax
 LTC, NLTC, CLIA
 Support Contact: Wendy Furniss (860) 509-7407

✓ ** **Wendy H. Furniss**
 Health Services Supervisor, Certification
 Division of Health Systems Regulation
 Department of Public Health
 410 Capitol Av. MS#12HSR
 Hartford, CT 06134-0308
 (860) 509-7400
 (860) 509-7543 - fax
 LTC, NLTC, CLIA

DELAWARE

✓ *** **Ellen T. Reap, Director - (Pres).**
 Office of Health Facilities
 Licensing & Certification
 Three Mill Road, Suite 308
 Wilmington, DE 19806-2114
 (302) 577-6666 - Wilmington
 (302) 739-6610 - Dover
 (302) 577-6672 - fax Wilmington
 (302) 739-6617 - fax Dover
 E-Mail - vseals@state.de.us
 Support Contact: Vanette Seals (302) 577-6666
 Support Contact: Peggy Baker (302) 739-6610

DISTRICT OF COLUMBIA

✓ * **Geraldine Sykes, Administrator**
 Service Facility Regulation Administration
 Department of Consumer & Regulatory Affairs
 P. O. Box 37200, Room 1007
 Washington, DC 20013-7200
 (202) 717-7190
 (202) 727-7780 - fax
 E-Mail - gksykes@erots.com ..
 Support Contact: Kenneth Wong (202) 727-7190

* **Judith R. McPherson, Program Manager**
 Service Facility Regulation Administration
 Health Facility Division
 Department of Consumer & Regulatory Affairs
 P. O. Box 37200, Room 1007
 Washington, DC 20013-7200
 (202) 727-7200
 (202) 727-7780 - fax
 Support Contact: Vivian Jones (202) 727-7203

Milton Anderson, Supervisor
 Service Facility Regulation Administration
 Health Facility Division/Acute Care Branch
 Department of Consumer & Regulatory Affairs
 P. O. Box 37200, Room 1007
 Washington, DC 20013-7200
 (202) 727-7200
 (202) 727-7780 - fax
 Support Contact: Cherry McClaine (202) 727-7207

AHFSA Directory

P Van Buren, Supervisor
 Facility Regulation Administration
 Health Facility Division/Long Term Care Branch
 P. O. Box 37200, Room 1007
 Washington, DC 20013-7200
 (202) 727-7214
 (202) 727-7780 - fax
 Support Contact: Vivian Jones (202) 727-7203

Ellen Yung-Fatah, Supervisor
 Service Facility Regulation Administration
 Health Facility Division/Outpatient Services Branch
 Department of Consumer & Regulatory Affairs
 P. O. Box 37200, Room 1007
 Washington, DC 20013-7200
 (202) 727-7076
 (202) 727-7780 - fax
 Support Contact: Carolyn Boatwright (202) 727-7200

FLORIDA

***Marshall E. Kelley, Director**
 Division of Health Quality Assurance
 Agency for Health Care Administration
 2727 Mahan Drive, Room 200
 Tallahassee, FL 32308-5403
 (904) 487-2527
 (904) 487-6240 - fax
 E-Mail - kelleym@dhc.state.fl.us
 Support Contact: Cindy Krell (904) 487-2527

Tanya Williams, Chief
 Division of Health Facility Regulation
 Hospital and Outpatient Services
 Agency for Health Care Administration
 2727 Mahan Drive, Room 200
 Tallahassee, FL 32308-5403
 (904) 487-2527
 (904) 487-6240 - fax
 Support Contact: Donna Hollaway (904) 487-2527

Daryl Barowicz, Unit Manager
 Division of Health Facility Regulation
 Hospital and Outpatient Services
 Agency for Health Care Administration
 2727 Mahan Drive, Room 256
 Tallahassee, FL 32308-5403
 (904) 487-2717
 (904) 487-6240
 Support Contact: Natividad Rodriguez (904) 487-2717

Patricia Hall, Unit Manager
 Division of Health Facility Regulation
 Long Term Care
 Agency for Health Care Administration
 2727 Mahan Drive, Room 220
 Tallahassee, FL 32308-5403
 (904) 487-3513
 (904) 487-6240 - fax
 Support Contact: Yvonne Allen (904) 487-3513

Pat James, Unit Manager
 Division of Health Facility Regulation/Laboratories
 Agency for Health Care Administration
 2727 Mahan Drive, Room 244
 Tallahassee, FL 32308-5403
 (904) 487-3063
 (904) 487-6240
 Support Contact: Amy Lefstead (904) 487-3063

***Polly Weaver, Chief**
 Health Facility Regulation - Field Operations
 Agency for Health Care Administration
 2727 Mahan Drive, Room 200
 Tallahassee, FL 32308-5403
 (904) 487-2527
 (904) 487-6240 - fax
 Support Contact: Susan Buchan (904) 487-2527

GEORGIA

Martin J. Rotter, Director
 Office of Regulatory Services
 Georgia Department of Human Resources
 Two Peachtree Street, NW, 21st Floor
 Suite 21-325
 Atlanta, GA 30303-3167
 (404) 657-5700
 (404) 657-5708
 E-mail: MROTTER@WPOFFICE.DOAS.GA.STATE.US
 Support Contact: Lattie B. Goodwin (404) 657-5700

✓ ***David H. Dunbar, Director**
 Long Term Care Section
 Office of Regulatory Services
 Georgia Department of Human Resources
 Two Peachtree Street, NW, 22nd Floor
 Atlanta, GA 30303-3167
 (404) 657-5850
 (404) 657-8935 - fax
 E-mail: DDUNBAR@WPOFFICE.DOAS.GA.STATE.US
 Support Contact: Mildred Kigore (404) 657-5850

***Susie M. Woods, Director**
 Health Care Section
 Office of Regulatory Services
 Georgia Department of Human Resources
 Two Peachtree Street, NW, 20th Floor
 Atlanta, GA 30303-3167
 (404) 657-5552
 (404) 657-8934 - fax
 Support Contact: Lillie Diffebaugh (404) 657-5550

HAWAII

✓ ***Helen Yoshimi, Chief**
 Hospital & Medical Facilities Branch
 Hawaii State Department of Health
 Post Office Box 3378
 Honolulu, HI 96801-3378
 (808) 586-4080
 (808) 586-4745 - fax
 Support Contact: Phyllis Kanae (808) 586-4080

***Gerald Chung, Medicare Certification Officer**
 Hospital & Medical Facilities Branch - Medicare Section
 Hawaii State Department of Health
 1270 Queen Emma Street, Suite 1100
 Honolulu, HI 96813-2307
 (808) 586-4090
 (808) 586-4747 - fax
 E-Mail - hmformed@lava.net
 Support Contact: Dukcy Fukumoto (808) 586-4090

AHFSA Directory

AHO

John Hathaway, Chief - (CSec)
 Director of Facility Standards
 Division of Medicaid
 Idaho Department of Health & Welfare
 450 West State Street, 3rd Floor
 Boise, ID 83720-0036
 (208) 334-6626
 (208) 332-7204 - fax
 E-Mail - hathawayj(dhtowers/towers2/hathaway)@dhw.state.id.us
 Support Contact: Nancy Harvey (208) 334-6626

David Eisentrager, Manager
 Laboratory Improvement Section
 Division of Health
 Idaho Department of Health & Welfare
 2220 Old Penitentiary Road
 Boise, Idaho 83712-8299
 (208) 334-2235 ext. 245
 (208) 334-2382 - fax
 e-mail- EISENTRA@DHW.STATE.ID.US
 Support Contact: Cathy Leist

ILLINOIS

William A. Bell, Deputy Director
 Office of Health Care Regulation
 Illinois Department of Public Health
 525 West Jefferson Street, 5th Floor
 Springfield, IL 62761
 (217) 782-2913
 (217) 524-6292 - fax
 wbell@idph.state.il.us
 Support Contact: Diana Brown (217) 782-2913

Steve C. O., Assistant Deputy Director
 Office of Health Care Regulation
 Illinois Department of Public Health
 525 West Jefferson Street, 5th Floor
 Springfield, IL 62761
 (217) 782-2913
 (217) 524-6292 - fax
 Support Contact: Donna Miller (217) 782-2913
 NLTC

Catherine M. Stokes, Assistant Deputy Director
 Health Care Facilities & Programs
 Illinois Department of Public Health
 525 West Jefferson Street, 4th Floor
 Springfield, IL 62761
 (217) 782-7412
 (217) 524-0382 - fax
 Support Contact: Barbara Park (217) 782-7412
 NLTC/CLIA

INDIANA

Gerald Coleman, Assistant Commissioner
 Consumer Health Services Commission
 Indiana State Department of Health
 2 North Meridian Street, Section 5A
 Indianapolis, IN 46204
 (317) 233-7403
 (317) 233-7750 - fax
 Support Contact: Teresa Watson (317) 233-7621

Deputy Assistant Commissioner
 Consumer Health Services Commission
 Indiana State Department of Health
 2 North Meridian Street, Section 5A
 Indianapolis, Indiana 46204
 (317) 233-7262
 (317) 233-7750 - fax
 Support Contact: Vacant (317) 383-5262

Suzanne M. Hornstein, Director
 Division of Long Term Care
 Indiana State Department of Health
 2 North Meridian Street, Section 4B
 Indianapolis, IN 46206-1964
 (317) 233-7445
 (317) 233-7750 - fax
 LTC
 Support Contact: Teresa Watson (317) 233-7621

Vacant, Survey Manager
 Division of Long Term Care
 Indiana State Department of Health
 2 North Meridian Street, Section 4B
 Indianapolis, Indiana 46204
 (317) 233-7712
 (317) 233-7750 - fax
 Support Contact: Teresa Watson (317) 233-7621

Vacant, Director
 Division of Acute Care
 Indiana State Department of Health
 2 North Meridian Street, Section 4A
 Indianapolis, Indiana 46204
 (317) 233-7481
 (317) 233-7750 - fax
 Support Contact: Teresa Watson (317) 233-7621

Mary Azbill, CLIA Manager
 Division of Acute Care
 Indiana State Department of Health
 2 North Meridian Street, Section 4A
 Indianapolis, Indiana 46204
 (317) 233-7481
 (317) 233-7750 - fax
 Support Contact: VACANT

IOWA

J. Bennett, Administrator
 Health Facilities
 Iowa Department of Inspections & Appeals
 3rd Floor, Lucas State Office Building
 Des Moines, IA 50319-0083
 (515) 281-4233
 (515) 242-5022 - fax
 E-Mail - jeb@iadhfd@netins.net
 Support Contact: Pamela Folsom (515) 281-4125

KANSAS

Joseph F. Kroll, Director
 Bureau of Adult and Child Care
 Division of Health
 Kansas Department of Health and Environment
 900 SW Jackson, Suite 1001
 Landon State Office Building
 Topeka, KS 66612-1290
 (913) 296-1240
 (913) 296-1268 - fax

AHFSA Directory

Support Contact: Lucy Hrenchir (913) 296-1241

Block, Director
 Director of Health
 Kansas Department of Health and Environment
 900 West Jackson, Suite 1001
 Landon State Office Building
 Topeka, Kansas 66612-1290
 (913) 296-1240
 (913) 296-1266 - fax
 E-Mail - jahawss@aol.com
 Support Contact: Lucy Hrenchir (913) 296-1241

KENTUCKY

Tam Veno, Inspector General
 Office of Inspector General
 Cabinet of Health Services
 275 East Main Street, 4th Floor
 Frankfort, KY 40621-0001
 (502) 564-2888
 (502) 564-6546 - fax
 E-Mail - tveno@mail.state.ky.us

Rebecca J. Cecil, Director
 Division of Licensing & Regulation
 Kentucky Cabinet for Human Resources
 275 East Main Street, 4E, 4th Floor
 Frankfort, KY 40621-0001
 (502) 564-2800
 (502) 562-6546 - fax
 E-mail: rcecil@mail.state.ky.us
 Support Contact: Floyd Parrish/Jenny Mitchell (502) 564-2800
 LTC, NLTC, CLIA

LOUISIANA

L. McAlister, Manager
 Health Standards Section
 Louisiana Department of Health & Hospitals
 P. O. Box 3757
 Baton Rouge, LA 70821-3757
 (504) 342-0415
 (504) 342-5292 - fax
 E-mail: LMcAlister@DHHMAIL.STATE.LA.US
 Support Contact: Ken Baker (504) 342-5770 or Myra Foret (502) 342-0415

MAINE

Louis T. Dorogi, Director
 Division of Licensing & Certification
 Maine Department of Human Services - BMS
 11 State House Station
 35 Anthony Avenue
 Augusta, ME 04333-0011
 (207) 624-5443
 (207) 624-5378 - fax
 E-Mail - lou.dorogi@state.me.us

MARYLAND

Carol Benner, Director
 Office of Licensing and Certification Programs
 Maryland Department of Health & Mental Hygiene
 4201 Paterson Avenue, 4th Floor
 Baltimore, MD 21215
 2750
 5969 - fax
 102234.1725@compuserve.com

Support Contact: Carol Tolbert (410) 764-2750

Gene Heisler

MASSACHUSETTS

Paul Dreyer, Director
 Division of Health Care Quality
 Massachusetts Department of Public Health
 10 West Street, 5th Floor
 Boston, MA 02111
 (617) 727-1299
 (617) 727-1414 - fax
 E-mail: 102557.3411@COMPUSERVE.COM
 Support Contact: Rose Silva (617) 727-1299
 LTC, NLTC, CLIA

Jean Portikas

MICHIGAN

Gladys Thomas, Division Director
 Division of Health Facility Licensing & Certification
 Michigan Department of Consumer & Industry Services
 P. O. Box 30664
 Lansing, MI 48909
 (517) 335-8449
 (517) 335-8510 - fax
 E-mail: thomasg@state.mi.usd
 Support Contact: Linda Burns (517) 335-8649

James L. Buchanan, Chief
 Detroit Field Services/Special Services Section
 Division of Health Facility Licensing & Certification
 Michigan Department of Consumer & Industry Services
 9th Floor North Tower/Michigan Plaza Bldg
 1200 Sixth Street
 Detroit, MI 48226
 (313) 256-3631
 (313) 256-3689 - fax
 E-mail: buchananj@state.mi.us
 Support Contact: Ranae Gibson (313) 256-3642
 LTC, NLTC

Glen Kralapp, Chief
 Mental Health Services Section
 Division of Health Facility Licensing & Certification
 Michigan Department of Consumer & Industry Services
 P. O. Box 30664
 Lansing, MI 48909
 (517) 334-8889
 (517) 334-8582 - fax
 E-mail: kralappg@state.mi.us

David Rector, Chief
 Lansing/Gaylord Field Services
 Division of Health Facility Licensing and Certification
 Michigan Department of Consumer & Industry Services
 P. O. Box 30664
 Lansing, MI 48909
 (517) 334-8415
 (517) 334-8573 - fax
 E-mail: rector@state.mi.us
 Support Contact: Karen Gagnon (517) 334-8412
 LTC, Hospitals, ESRD, ASC, RHC

AHFSA Directory

Massey, Dr. Chief

Quality Improvement Section

Division of Health Facility Licensing & Certification
Michigan Department of Consumer & Industry Services
P. O. Box 30664
Lansing, MI 48909
(517) 321-6816
(517) 321-3430 - fax
E-Mail - masseyj@state.mi.us
Support Contact: Carolyn Terrill (517) 321-6816
CLIA

MINNESOTA***Linda Sutherland, Director**

Facility and Provider Compliance Division
Minnesota Department of Health
P. O. Box 64900
St. Paul, MN 55164-0900
(612) 643-2171
(612) 643-2493 - fax
Support Contact: Nancy Baker (612) 643-2150

***H. Michael Tripple, Assistant Director**

Facility and Provider Compliance Division
Minnesota Department of Health
P. O. Box 64900
St. Paul, MN 55164-0900
(612) 643-2149
(612) 643-2593 - fax
E-Mail - mike.tripple@Health.state.mn.us
Support Contact: Nancy Baker (612) 643-2150

MISSISSIPPI***Vanessa Phipps, Director**

Health Facilities Licensure & Certification
Mississippi State Department of Health
P. O. Box 1700
Jackson, MS 39215-1700
(601) 354-7300
(601) 354-7230 - fax
E-Mail - vphipp@msdh.state.ms.us
LTC, NLTC, CLIA
Support Contact: Jenice Strong Tate

MISSOURI

Darrell Hendrickson, Administrator
Bureau of Hospital Licensing and Certification
Missouri Department of Health
P. O. Box 570
Jefferson City, Missouri 65102-0570
(573) 751-6302
(573) 526-3621 - fax
E-mail: dhendr@mail.state.mo.us
LTC, NLTC, CLIA
Support Contact: Karen Winemiller (314) 751-6302

***Lois Kollmeyer, Director**

Division of Health Standards & Licensure
MO Dept. of Health
920 Wilwood
Jefferson City, MO 65102
(573) 751-6271
(573) 526-3621 fax
Support Contact: Marilyn Potts (573) 751-6271

Carol Gourd, Administrator

Bureau of Home Health and Hospice Standards
Missouri Department of Health
P. O. Box 570
Jefferson City, Missouri 65102-0570
(573) 751-6336
(573) 526-6315 - fax
E-Mail - gourdc@mail.health.state.mo.us
Support Contact: Vicki Pemberton (314) 751-6336

***** Paul Shumate, Deputy Director - (IPPres).**

Institutional Services
Division of Aging
Missouri Department of Social Services
P. O. Box 1337
Jefferson City, MO 65102-1337
(573) 751-3082
(573) 751-8687
LTC
Support Contact: Phyllis Graham (314) 751-3082

MONTANA***Linda Sandman, Bureau Chief**

Quality Assurance
Montana Department of Health & Human Services
Certification Bureau
Box 202951
Helena, MT 59620
(406) 444-2037
(406) 444-1742 - fax
E-Mail - lsandman@mt.gov
Support Contact: Elaine Lucas (406) 444-2037

***Denzel Davis**

E-Mail - ddavis@mt.gov

NEBRASKA**** , Section Administrator**

Health Facility Licensure and Inspection
Nebraska Department of Health
P. O. Box 95007
Lincoln, NE 68509-5007
(402) 471-4961
(402) 471-0555 - fax
E-mail: doh4111@vmhost.cdp.state.ne.us
LTC, NLTC
Support Contact: Monica Gissler (402) 471-2948

***Pat Moeller**

M. Sue Semereno, Section Administrator
Environmental Health Div. Consumer Safety Section
Nebraska Department of Health
P.O. Box 95007
Lincoln, NE 68509-5007
(402) 471-0927
(402) 471-0169
CLIA
Support Contact: Susan Fernsworth (402) 471-0169

AHFSA Directory

IDA

✓ **David J. Paneli, Acting Chief**
 Bureau of Licensure and Certification/EMS
 Nevada Department of Human Resources
 1550 E. College Parkway, Suite 158
 Carson City, NV 89710
 (702) 687-4475
 (702) 687-6588 - fax
 Support Contact: Shirley A. Rains (702) 687-4475

* **Lisa Jones, Health Facilities Surveyor III**
 Bureau of Licensure & Certification/EMS
 Nevada Dept of Human Resources
 4220 South Mary Parkway, Suite 810
 Las Vegas, NV 89119
 (702) 486-6815
 (702) 486-6520 - fax

NEW HAMPSHIRE

✓ * **Ray Rusin, Bureau Chief**
 Office of Program Support
 Licensing & Regulation Services
 Health Facilities Administration
 New Hampshire Dept of Health & Human Services
 6 Hazen Drive
 Concord, NH 03301-6527
 (603) 271-4592
 (603) 271-3745 - fax
 Support Contact: Carole A. Kenney (603) 271-4599

Guertin, Manager
 Office of Program Support
 Licensing & Regulation Services
 New Hampshire Dept of Health & Human Services
 6 Hazen Drive
 Concord, New Hampshire 03301-6527
 (603) 271-4472
 (603) 271-3745 - fax

* **Judith F. Boska, RNC Certification Coordinator**
 Office of Program Support
 Licensing & Regulation Services
 Health Facilities Administration
 New Hampshire Dept of Health & Human Services
 6 Hazen Dr.
 Concord, NH 03301-6527
 (603) 271-4594
 (603) 271-4968
 Support Contact: Carole A. Kenne (603) 271-4599

NEW JERSEY

*** **Catherine G. Morris, Director - (VP)**
 Division of Health Facilities Evaluation & Licensing
 New Jersey State Department of Health
 CN 367
 Trenton, NJ 08625-0367
 (609) 588-7733
 (609) 588-7823 - fax
 E-Mail - cgm@doh.state.nj.us
 Support Contact: Kathy Ivan (609) 588-7823

Henry T. Kozek, Assistant Director
 Division of Health Facilities Evaluation & Licensing
 NJ State Department of Health
 CN 367
 Trenton, NJ 08625-0367
 (609) 588-7735
 (609) 588-7823 - fax
 Support Contact: Ann Isom (609) 588-7735
 NLTC

Ann C. Brodowski, Assistant Director
 Division of Health Facilities Evaluation & Licensing
 New Jersey State Department of Health
 CN 367
 Trenton, NJ 08625-0367
 (609) 588-7736
 (609) 588-7823 fax
 Support Contact: Kathy Ivan (609) 588-7823
 LTC
 *Robert Fogg

NEW MEXICO

✓ * **Matthew Gervase, Chief**
 Bureau of Health Facility Licensing & Certification
 New Mexico Department of Health
 525 Camino de Los Marquez, Suite 2
 Santa Fe, NM 87501
 (505) 827-4200
 (505) 827-4203 - fax
 E-Mail - Error! Bookmark not defined. nm.us
 Support Contact: Theresa Dalton (505) 827-4200

Roy Weidner, LTC Program Manager
 Bureau of Health Facility Licensing & Certification
 New Mexico Dept of Health
 525 Camino De Los Marquez, Suite 2
 Santa Fe, NM 87501
 (505) 827-4200
 (505) 827-4203 - fax

* **Don Alexander, Medical Care Program Manager**
 Bureau of Health Facility Licensing and Certification
 New Mexico Department of Health
 525 Camino de Los Marquez, Suite 2
 Santa Fe, New Mexico 87501
 (505) 827-4224
 (505) 827-4203 - fax

Rosita Bassel, Special Operations Manager
 Bureau of Health Facility Licensing and Certification
 New Mexico Department of Health
 525 Camino de Los Marquez, Suite 2
 Santa Fe, New Mexico 87501
 (505) 827-4200
 (505) 827-4222 - fax
 Support Contact: Patsy Quintana (505) 827-4200

Mary CdeBaca, Administrator IV
 Bureau of Health Facility Licensing & Certification
 New Mexico Department of Health
 525 Camino de los Marquez, Suite 2
 Santa Fe, New Mexico 87501
 (505) 827-4200
 (505) 827-4203 - fax
 E-Mail - maryc@doh.state.nm.us
 Support Contact: Debbie Morfin (505) 827-4200

AHFSA Directory

NEW YORK

Wayne Osten, Director
Health Care Standards and Surveillance
New York Department of Health
Hedley Park Place
433 River Street, Suite 303
Troy, NY 12180
(518) 402-1045
(518) 402-1042 - fax
E-Mail - wmo02@health.state.ny.us
Support Contact: Sue Horan (518) 473-3517

Ellen Anderson, Director
New York State Department of Health
Office of Managed Care
Empire State Plaza, Corning Tower Building
Room 2001
Albany, New York 12237
(518) 474-5737
E-Mail - eja03@health.state.ny.us

Nancy Barhydt, Director
Bureau of Home Health Care Service
New York State Department of Health
Frear Building
2 Third Street
Troy, NY 12180-3298
(518) 271-2741
(518) 271-2741 - fax
E-Mail - nrbol@health.state.ny.us
Support Contact: Dominick Clemente (518) 474-2006

Frederick Heigel, Director
Bureau of Hospital Services
Hedley Park Place
433 River Street, Suite 303
Troy, NY 12180
(518) 402-1003
(518) 402-1010 - fax
E-Mail - fjh02@health.state.ny.us
Support Contact: Marianne Zarelli (518) 474-5013

Laura Leeds
Bureau of Long Term Care Services
New York State Department of Health
Empire State Plaza, Corning Tower Building
Room 1882
Albany, New York 12237
(518) 473-1564
(518) 474-2031 - fax
E-Mail - le102@health.state.ny.us
Support Contact: Delores DeMarco (518) 473-1564

Sheila Lafreniere, Coordinator of Quality Assurance
Bureau of Long Term Care Services
New York State Department of Health
Corning Tower Building, Room 1864
Albany, New York 12237
(518) 473-8033
(518) 474-2031 - fax
E-Mail - le102@health.state.ny.us
Support Contact: Tony Turcic (518) 473-8033

NORTH CAROLINA

*** Stephen J. White, Chief - (Treas)
Certification Section
Division of Facility Services
North Carolina Department of Human Resources
P. O. Box 29530
Raleigh, NC 27626-0530
(919) 733-7461
(919) 733-8274 - fax
E-Mail - sjwhite@dfs.dhr.state.nc.us
Support Contact: Phyllis L. Thome (919) 733-7461

* Phyllis Thome

NORTH DAKOTA

* Fred Gladden, Chief
Health Resources Section
Division of Health Facilities
North Dakota Department of Health & Cons. Labs
609 E Boulevard Avenue
Bismarck, ND 58505-2352
(701) 328-2352
(701) 328-4727 - fax
E-Mail - msmail@dfs.dhr.state.nd.us
Support Contact: Cheryl Stockert (701) 328-2352

* Paula Flanders

OHIO

* Rebecca Maust, Division Chief
Division of Health Facilities Regulation
Ohio Department of Health
P. O. Box 118
Columbus, OH 43266-0118
(614) 466-7857
(614) 644-0208 - fax
E-Mail - rmaust@gw.odh.state.oh.us
Support Contact: Dorothy or Yolanda (614) 466-7857

* Kurt Haas, Chief
Bureau of Health Care Standards & Quality
Ohio Department of Health
248 N. High Street
Columbus, Ohio 43220-0558
(614) 752-9524
(614) 644-0208 - fax
E-Mail - khaas@gw.odh.state.oh.us
Support Contact: Dorothy or Yolanda (614) 466-7857

Bruce Hotte, Chief
Bureau of Information and Operational Support
Ohio Department of Health
246 N. High Street
Columbus, Ohio 43220-0558
(614) 752-9524
(614) 644-0208 - fax
Support Contact: Dorothy or Yolanda (614) 466-7857

Alan Curtis, Chief
Bureau of Regulatory Compliance
Ohio Department of Health
246 N. High Street
Columbus, Ohio 43220-0558
(614) 752-9524

07/23/9707/23/9707/23/9707/23/97

AHFSA Directory

(814) 644-0208 - fax

Support Contact: Dorothy or Yolanda (614) 466-7857

OKLAHOMA

Brent Meter, Deputy Commissioner
Health Services - 0237
Oklahoma State Department of Health
1000 NE 10th Street
Oklahoma City, OK 73117-1299
(405) 271-4200
(405) 271-3442 - fax
E-Mail - brent@health.state.ok.us
Support Contact: Barbara Altstatt (405) 271-4200

Evelyn Battle, Chief
Division of Long Term Care - 0237
Oklahoma State Department of Health
1000 NE 10th Street
Oklahoma City, OK 73117-1299
(405) 271-6868
(405) 271-3442 - fax
E-Mail - evelyn@health.state.ok.us
Support Contact: Linda Wilkerson (405) 271-6868

Gary Glover, Chief
Medical Related Facilities (Non-LTC & CLIA)
Division of Special Health Services - 0237
Oklahoma State Department of Health
1000 NE 10th Street
Oklahoma City, OK 73117-1299
(405) 271-6576
(405) 271-3442 - fax
E-Mail - gary@health.state.ok.us
Support Contact: Dr. Jim Walker (405) 271-6868

Becky Moore, Chief - (PresE)
Division of Special Health Services - 0237
Oklahoma State Department of Health
1000 NE 10th Street
Oklahoma City, OK 73117-1299
(405) 271-6868
(405) 271-3442 - fax
E-Mail - becky@health.state.ok.us
Support Contact: Lucy Suazo (405) 271-6868

Marietta Lynch, Director
Staff Development/Nurse Aide Registry
Division of Special Health Services - 0237
Oklahoma State Department of Health
1000 NE 10th Street
Oklahoma City, OK 73117-1299
(405) 271-4085
(405) 271-3442 - fax
E-Mail - marietta@health.state.ok.us
Support Contact: Lucy Suazo (405) 271-6868

* Nancy Hayden

OREGON

Shirley L. Saries, Manager
Client Care Monitoring Unit
Senior and Disabled Services
Oregon Department of Human Resources
500 Summer Street, 2nd Floor
Salem, OR 97310-1015
(503) 945-6456
(503) 945-7902 - fax
E-Mail - SHIRLEY.LSARIES@STATE.OR.US
Support Contact: Donna Wilson (503) 945-6464 LTC

* Kathleen Smail, Manager
Health Care Licensure and Certification Section
Oregon Health Division
P.O. Box 14450
Portland, OR 97214-0450
(503) 731-4013
(503) 731-4080 - fax
E-mail: KATHLEEN.SMIL@STATE.OR.US
Support Contact: MaryJane Brewster (503) 731-4013 NLTC

Audrene Horton, Program Coordinator
Laboratory Licensing
Health Division
Department of Human Resources
1717 S. W. Tenth Avenue
Portland, Oregon 97201
(503) 229-5854
(503) 229-5682
Support Contact: Pamela Muth

PENNSYLVANIA

✓ * Andrew Major, Director
Bureau of Quality Assurance
Pennsylvania Department of Health
Post Office Box 90
Harrisburg, PA 17108
(717) 787-8015
(717) 787-1491
Support Contact: (717) 787-8015

William Bordner, Acting Director
Division of Nursing Care Facilities
Pennsylvania Department of Health
Room 526 Health & Welfare Building
Harrisburg, Pennsylvania 17120
(717) 787-1816
(717) 772-2163 - fax
Support Contact: Linda Lehman, Training Coordinator (717) 787-8015

William White, Director
Division of Acute and Ambulatory Care Facilities
Pennsylvania Department of Health
Room 532 Health & Welfare Building
Harrisburg, Pennsylvania 17120
(717) 783-8980
(717) 787-1491 - fax
Support Contact: Linda Lehman, Training Coordinator (717) 787-8015

Peter Petresky, Director
Division of Safety Inspection
Pennsylvania Department of Health
Room 928 Health & Welfare Building
Harrisburg, Pennsylvania 17120
(717) 787-1911
(717) 787-1491 - fax
Support Contact: Linda Lehman, Training Coordinator (717) 787-8015

Robert Bastian, Director
Division of Primary Care and Home Health
Pennsylvania Department of Health
Kline Village Annex Building
Kline Village Shopping Center
101 South 25th Street
Harrisburg, Pennsylvania 17104
(717) 783-1379
(717) 787-3188 - fax
Support Contact: Linda Lehman, Training Coordinator (717) 787-8015

AHFSA Directory

Ilene Trostle, Associate Administrator
 Division of Intermediate Care Facilities
 Pennsylvania Department of Health
 Room 526 Health & Welfare Building
 Harrisburg, Pennsylvania 17120
 (717) 787-1816
 (717) 787-2163 - fax
 Support Contact: Linda Lehman, Training Coordinator (717) 787-8015

JERTO RICO

Dr. David Guzman Nieves

Assistant Secretary for Regulation and Accreditation of Health Facilities
 Jerto Rico Department of Health
 Eliz Soler Former Hospital
 Pinar, Puerto Rico 00959
 (787) 781-1066
 (787) 782-6540 - fax
 Support Contact: Mr. Gonzalo Gonzalez (809) 782-3395

HODE ISLAND

* Wayne I. Farrington, Chief

Division of Facilities Regulation
 Rhode Island Department of Health
 Capitol Hill
 Providence, RI 02908-5097
 (401) 277-2566
 (401) 277-3999 - fax
 Email: wifarr@health.state.ri.us
 Contact: Donna M. Ceprano (401) 277-2566

Adeline Vincent, RN
 Division of Facilities Regulation
 Rhode Island Department of Health
 Capitol Hill
 Providence, Rhode Island 02908-5097
 (401) 277-2566
 (401) 277-3999 - fax
 Support Contact: Donna M. Ceprano (401) 277-2566

SOUTH CAROLINA

** Karen M. Price, Bureau Director

Bureau of Certification
 South Carolina Dept of Health & Environmental Control
 500 Bull Street
 Columbia, SC 29201-1708
 (803) 737-7205
 (803) 737-7292 - fax
 E-mail: PRICEKM@COLUMB54.DHEC.STATE.SC.US
 Support Contact: Wanda Bennett (803) 737-7205
 LTC, NLTC, CLIA

Arthur Starnes, Division Director
 Division of Certification
 South Carolina Department of Health & Environmental Control
 500 Bull Street
 Columbia, South Carolina 29201-1708
 (803) 737-7205
 (803) 737-7292 - fax
 Support Contact: Wanda Bennett (803) 737-7205

John Tumbokon, Program Manager, HIB
 Certification Division
 South Carolina Department of Health & Environmental Control
 500 Bull Street

Columbia, South Carolina 29201-1708
 (803) 737-7205
 (803) 737-7292 - fax
 Support Contact: Wanda Bennett (803) 737-7205

Richard Cummings, Program Manager, ICF/MR
 Certification Division
 South Carolina Department of Health & Environmental Control
 2600 Bull Street
 Columbia, South Carolina 29201-1708
 (803) 737-7205
 (803) 737-7292 - fax
 Support Contact: Wanda Bennett (803) 737-7205

Kathleen Davis, Program Manager, Long Term Care
 Certification Division
 South Carolina Department of Health & Environmental Control
 2600 Bull Street
 Columbia, South Carolina 29201-1708
 (803) 737-7205
 (803) 737-7292 - fax
 Support Contact: Wanda Bennett (803) 737-7205

Sheral Bowman, Program Manager, Complaints
 Certification Division
 South Carolina Department of Health & Environmental Control
 2600 Bull Street
 Columbia, South Carolina 29201-1708
 (803) 737-7205
 (803) 737-7292 - fax
 Support Contact: Wanda Bennett (803) 737-7205

SOUTH DAKOTA

** Joan Bachman, Administrator

Office of Health Care Facilities
 Licensure & Certification
 Health Systems Development and Regulation
 South Dakota Department of Health
 615 E 4th ST
 Pierre, SD 57501-5070
 (605) 773-3356
 (605) 773-6667 - fax
 E-mail: JOANB@DOH.STATE.SD.US
 LTC, NLTC, CLIA
 Support Contact: Larry Cain (605) 773-3356

TENNESSEE

* Marie Fitzgerald, Director

Division of Health Care Facilities
 Tennessee Department of Health
 Cordell Hull Building- 1st Floor
 426 5th Avenue North
 Nashville, TN 37247-0508
 (615) 741-7539
 (615) 741-7051 - fax
 E-Mail - mfitzger@mail.state.tn.us
 Support Contact: Donna Hobbs (615) 741-7221

* Barbara Brown, Certification Manager

Division of Health Care facilities
 Tennessee Dept of Health
 Cordell Hull Bldg. 1st Floor
 426 5th Avenue North
 Nashville, TN 37247-0508
 (615) 741-7539
 (615) 741-7051 - fax
 E-Mail - Error! Bookmark not defined.

AHFSA Directory

TE

Jerry Walker, Assistant Commissioner

Long Term Care - Regulatory
Texas Department of Human Services
PO Box 149030
Mail code Y-976
Austin, TX 78714-9030
(512) 834-6696
(512) 834-6756 - fax
E-mail: JWALKER@LTC.EXC.TDH.STATE.TX.US
Support Contact: Nancy Phillips or Lorie Frazier (512) 834-6696

Nance Stearman, Director

Health Facility Compliance Division
Texas Dept of Health
1100 West 49th Street
Austin, TX 78756
(512) 834-6752
(512) 834-6653 - fax
E-Mail - Error! Bookmark not defined.
Support Contact: Pam Adams (512) 834-6650 x2617

UTAH

Allan D. Etkins, Director

Bureau of Medicare/Medicaid Program Certification
and Resident Assessment
Division of Health Systems Improvement
16990
City, UT 84114-2905
(801) 538-6559
(801) 538-6163 - fax
E-mail - aetkins@state.ut.us
Support Contact: Laurie Miller (801) 538-6559

Deb Wynkoop-Green

VERMONT

Laine Lucenti, Director

Division of Licensing and Protection
Vermont Department of Aging and Disabilities
103 South Main Street
Waterbury, VT 05671-2306
(802) 241-2345
(802) 241-2358 - fax
E-Mail - lalnel@dad.st.vt.us
Support Contact: Sylvia Beck (802) 241-2345

Mary Loney, Assistant Director

Division of Licensing and Protection
Vermont Department of Aging and Disabilities
103 South Main Street
Waterbury, VT 05671-2306
(802) 241-2345
(802) 241-2358 - fax
Support Contact: Sylvia Beck (802) 241-2345

VIRGINIA

R. Hofheimer, Director

Health Facilities Regulation
Department of Health
West Broad Street, Suite 216

Richmond, VA 23230
(804) 367-2102
(804) 367-2149 - fax
E-Mail - rhofheimer@vdh.state.va.us
Support Contact: Ginny Pierce (804) 367-2102

WASHINGTON

Kathy Stout, Director

Facility and Services Licensing Division
Washington Department of Health
P. O. Box 47852
Olympia, WA 98504-7852
(206) 705-6655
(206) 705-6654 - fax
E-Mail - clb1303@hub.doh.wa.gov
Support Contact: Theresa Phillips

Cathy Wiggins, Director

Residential Care Services
Washington Department of Social and Health Services
P. O. Box 45600
Olympia, Washington 98504-5600
(360) 493-2560
(360) 438-7803 - fax
E-mail: cwiggins@fcs.dshs.wa.gov
Support Contact: Suzanne Plaja (360) 493-2627
LTC

WEST VIRGINIA

Nancy Tyler, Director

Office of Health Facility Licensure & Certification
West Virginia Department of Health & Human Resources
1900 Kanawha Boulevard, East
Building 3, Suite 550
Charleston, WV 25305
(304) 558-0050
(304) 558-2515 - fax
Support Contact: Jan Shafer, Fiscal Officer (304) 558-0050

Robert P. Brauner, R.Ph., Program Administrator

Long Term Care/Rural Health/MPPT/OPT
Office of Health Facility Licensure & Certification
West Virginia Department of Health & Human Resources
1900 Kanawha Boulevard, East
Building 3, Suite 550
Charleston, WV 25305
(304) 558-0050
(304) 558-2515 - fax
Support Contact: Dorcas Eskew (304) 558-0050

James L. Mitchell, Architect

Program Administrator, Life Safety Code and Physical Environment
Office of Health Facility Licensure & Certification
West Virginia Department of Health & Human Resources
1900 Kanawha Boulevard, East
Building 3, Suite 550
Charleston, WV 25305
(304) 558-0050
(304) 558-2515 - fax
Support Contact: Gary Burton (304) 558-0050

Jeannie Miller, Program Administrator

Home Health, Hospice, Ambulatory Surgical Centers and ESRDs
Office of Health Facility Licensure & Certification
West Virginia Department of Health & Human Resources
1900 Kanawha Boulevard, East
Building 3, Suite 550
Charleston, WV 25305
(304) 558-0050
(304) 558-2515 - fax

Support Contact: Debra Kall
LTC, NLTC, CLIA

Charlene Vaughan, Legal Counsel
Senior Assistant Attorney General
Office of Health Facility Licensure & Certification
West Virginia Department of Health & Human Resources
1900 Kanawha Boulevard, East
Building 3, Suite 550
Charleston, WV 25305
(304) 558-0050
(304) 558-2515 - fax
Support Contact: Cathy Bobersky, Paralegal (304) 558-0050

*Sandra L. Daubman, Program Administrator
Residential Board & Care, Personal Care Homes and Complaint
Unit/CLIA
Office of Health Facility Licensure & Certification
West Virginia Department of Health & Human Resources
1900 Kanawha Boulevard, East
Building 3, Suite 550
Charleston, WV 25305
(304) 558-0050
(304) 558-2515 - fax
Support Contact: Michele Abbott - PCH/RB&C (304) 558-0050
Complaint, Jerry Gross - CLIA (304) 558-0050

Sue Cater, Program Administrator
ICF/MRs, Behavioral Health Licensing
Office of Health Facility Licensure & Certification
West Virginia Department of Health & Human Resources
1900 Kanawha Boulevard, East
Building 3, Suite 550
Charleston, WV 25305
(304) 558-0050
(304) 558-2515 - fax
Support Contact: Rita Whittington (304) 558-0050

Gaile Hicks, Program Coordinator
Nurse Aide Abuse Registry and Training Programs
Office of Health Facility Licensure & Certification
West Virginia Department of Health & Human Resources
1900 Kanawha Boulevard, East
Building 3, Suite 550
Charleston, WV 25305
(304) 558-0050
(304) 558-2515 - fax
Support Contact: Shirley Carpenter (304) 558-0050

WISCONSIN

V *** Judy Fryback, Director - (Rsec)
Bureau of Quality Compliance
Wisconsin Department of Health & Social Services
P. O. Box 309
Madison, WI 53701-0309
(608) 267-7185
(608) 267-0352 - fax
E-mail: frybajc@dhs.state.wi.us
Support Contact: Debra Kath (608) 266-8847

*Rita Priglioni, Deputy Director
Division of Health, Bureau of Quality Compliance
Wisconsin Department of Health & Social Services
P. O. Box 309
Madison, WI 53701-0309
(608) 267-7185
(608) 267-0352 - fax
E-mail: PRIGIRE@WP.DHSS.STATE.WI.US

Stephen Schlough, Chief
Hospital and Health Services
Wisconsin Department of H
111 West Wilson Street, Up
Madison, WI 53701-0309
(608) 266-3878
(608) 267-0352 - fax
Support Contact: Debra Kall

Lavern Woodford, Chief
Long Term Care Section
Wisconsin Department of H
P. O. Box 309
Madison, WI 53701-0309
(608) 267-7157
(608) 267-0352 - fax
Support Contact: Debra Kall

Sandy Breitborde, Chief
Provider Regulation Section
Wisconsin Department of H
P. O. Box 309
Madison, WI 53701-0309
(608) 267-7157
(608) 267-0352 - fax
Support Contact: Debra Kall

WYOMING

* Jerry Bronnenberg, Arden
Health Facilities Program
Wyoming Department
First Bank Building, 1
Cheyenne, WY 82002-0480
(307) 777-7121
(307) 777-5970 - fax
E-Mail - gbronn@missc.stal
Support Contact: Tammy Sc

Marge Uelman, Assistant I
Health Facilities Program
Wyoming Department of He
First Bank Building, 8th Floor
Cheyenne, WY 82002-0480
(307) 777-7121
(307) 777-5970 - fax
Support Contact: Tammy Sc

* Jane Y. Taylor, Senior M:
Office of Health Quality
First Bank Building, 8th Floor
Cheyenne, WY 82002-0480
(307) 777-7121
(307) 777-5970 - fax
E-mail: JTAYLO@MISSC.S
Support Contact: Tammy Sc

Name underlined - Surveyed
Voting member - *
Board member - **

Referral Guide for HCFA Quality of Care Issues

All inquiries, alerts and other interactions that relate to quality problems in Medicare/Medicaid should be addressed as noted below:

Surveyed Facilities *

REGION	STATES			CONTACT	TELEPHONE
I	Connecticut Maine	Massachusetts New Hampshire	Rhode Island Vermont	Ronald Preston, Associate Regional Administrator for the Division of Medicaid & State Operations HCFA/DMSO JFK Federal Bldg., Rm. 2350 Boston, MA 02203	(617) 565-1223
II	New Jersey New York	Puerto Rico Virgin Islands		Judy Berek, Associate Regional Administrator for the Division of Medicaid & State Operations HCFA 26 Federal Plaza, Rm. 3811 New York, NY 10278	(212) 264-4488
III	Delaware Dist. of Columbia	Maryland Pennsylvania	Virginia West Virginia	Claudette Campbell, Associate Regional Administrator for the Division of Medicaid & State Operations P.O. Box 7760 Mail Stop 13 Philadelphia, PA 19101-7760	(215) 596-6574
IV	Alabama Florida Georgia	Kentucky Mississippi North Carolina	South Carolina Tennessee	Eugene Grasser Associate Regional Administrator for the Division of Medicaid & State Operations HCFA 101 Marietta Tower, Suite 601 Atlanta, GA 30323	(404) 331-2418
V	Illinois Indiana	Michigan Minnesota	Ohio Wisconsin	Walter Kummer Associate Regional Administrator for the Division of Medicaid & State Operations HCFA 105 W. Adams St., 15th Fl. Chicago, IL 60603	(312) 353-9805

REGION	STATES			CONTACT	TELEPHONE
VI	Arkansas Louisiana	New Mexico Oklahoma	Texas	Roger Perez, Associate Regional Administrator for the Division of Medicaid & State Operations HCFA 1301 Young St., Suite 833 Dallas, TX 75202	(214) 767-6301
VII	Iowa Kansas	Missouri Nebraska		Dick Brummel, Associate Regional Administrator for the Division of Medicaid & State Operations HCFA 601 E. 12th St., Rm. 227 Kansas City, MO 64106	(816) 426-5925
VIII	Colorado Montana	North Dakota South Dakota	Utah Wyoming	Spencer Ericson, Associate Regional Administrator for the Division of Medicaid & State Operations Federal Office Building 1961 Stout St., Rm. 522 Denver, CO 80294	(303) 844-2121
IX	American Samoa Arizona	California Guam	Hawaii Nevada	Janice Caldwell, Associate Regional Administrator for the Division of Medicaid & State Operations HCFA 75 Hawthorne St., 4th Floor San Francisco, CA 94105	(415) 744-3679
X	Alaska Idaho	Oregon Washington		John Koziol, Associate Regional Administrator for the Division of Medicaid & State Operations HCFA 2201 6th Avenue Mail Stop RX40 Seattle, WA 98121	(206) 615-2313

Other Facilities/Practitioners

CONSORTIUM	REGIONS	STATES			CONTACT	TELEPHONE
Northeastern	I, II, III	Connecticut Delaware Dist. of Columbia Maine Maryland Massachusetts	New Hampshire New Jersey New York Penn. Puerto Rico Rhode Island	Vermont Virginia Virgin Islands West Virginia	Richard Dicker, MD Associate Regional Administrator for Clinical Standards & Quality HCFA, DCSQ JFK Federal Bldg., Rm. 2275 Boston, MA 02203	(617) 565-1323
Midwestern	V, VII	Illinois Indiana Iowa Kansas	Michigan Minnesota Missouri Nebraska	Ohio Wisconsin	Gregory Lear, Associate Regional Administrator for Clinical Standards & Quality DHHS/HCFA Region 7 Federal Bldg. 601 E. 12th St. Rm. 206 Kansas City, MO 64106-2898	(816) 426- 5746 Ext. 3132
Southern	IV, VI	Alabama Arkansas Florida Georgia Kentucky	Louisiana Mississippi New Mexico North Carolina Oklahoma	South Carolina Tennessee Texas	Shawneequa Harris, Associate Regional Administrator for Clinical Standards & Quality HCFA 1301 Young St., Rm. 833 Dallas, TX 75202	(214) 767-4441
Western	VIII, IX, X	Alaska American Samoa Arizona California Colorado Guam	Hawaii Idaho Montana Nevada North Dakota Oregon	South Dakota Utah Wash. Wyoming	Peter Houck, Associate Regional Administrator for Clinical Standards & Quality DHHS/HCFA/ RX42 2201 6th Ave. Seattle, WA 98121-2500	(206) 615-2374

* Medicare/Medicaid surveyed facilities include hospitals, nursing homes, home health agencies

hospices, outpatient rehabilitation facilities and clinics, rural health clinics, clinical laboratories, kidney dialysis facilities, ambulatory surgical centers, independently practicing physical and occupational therapists, and psychiatric hospitals.