

Who To Contact List

Helplines

	Contact	Phone / E-mail	Web Links
WaMS	FEI Systems Helpdesk WaMS Help Desk (between 7:00 AM and 7:00 PM) WaMS helpline provides basic troubleshooting (e.g., password resets, system navigation, break/fix instructions).	(844) 4-VA-WaMS (844-482-9267)	https://www.wamsvirginia.org/
	WaMS Online training, information, and manuals		http://www.dbhds.virginia.gov/professionals-and-service-providers/developmental-disability-services-for-providers/my-life-my-community-waiver-redesign
General Waiver Information	Waiver Helpline	804-663-7290	http://www.dbhds.virginia.gov/individuals-and-families/developmental-disabilities/my-life-my-community
	My Life, My Community training, information and FAQs		http://www.dbhds.virginia.gov/professionals-and-service-providers/developmental-disability-services-for-providers/provider-development (on the Competencies and Training tab)
Delta / CHRIS	Delta Helpline	804-887-7402	
Office of Licensing		Licensingadminsupport@dbhds.virginia.gov	
DD Service Authorization Assistance		804-663-7290	
DMAS Provider Helpline		1-800-552-8627 (in state) 804-786-6273 (out of state)	
DMAS Recipient Helpline		1-804-786-6145	

Staff Resources

Topic	Contact	Phone / E-mail	Web Links
Case Management, ECM	Challis Smith	804-646-1836 Challis.smith@dbhds.virginia.gov	
Provider Development (DD Waivers, ISP, training materials)	Community Resource Consultants		http://www.dbhds.virginia.gov/professionals-and-service-providers/developmental-disability-services-for-providers/provider-development
	Interim Director: Eric Williams	540-375-4248 Eric.williams@dbhds.virginia.gov	
	Region 1: Rebekah Greenfield (Alleghany Highlands, Harrisonburg-Rockingham, Northwestern, Rockbridge, Valley)	804.382.1515 Rebekah.greenfield@dbhds.virginia.gov	
	Region 2: Jennifer Kurtz (Alexandria, Arlington, Fairfax, Loudoun, Prince William)	804-461-0256 Jennifer.kurtz@dbhds.virginia.gov	
	Region 3: Kathy Witt (Blue Ridge, Cumberland, Dickenson, Highlands, Mt. Rogers, New River Valley, Planning District One) Todd Cramer (Danville-Pittsylvania, Horizon, Piedmont, Rappahannock-Rapidan, Region 10)	276-223-3723 Kathy.witt@dbhds.virginia.gov 804-229-2164 Todd.cramer@dbhds.virginia.gov	
	Region 4: Andrea Coleman (Chesterfield, Crossroads, District 19, Goochland-Powhatan)	804-371-2583 Andrea.coleman@dbhds.virginia.gov	

	Barry Seaver (Hanover, Henrico, Rappahannock , Area, Richmond, Southside)	804-839-0332 Barry.seaver@dbhds.virginia.gov	
	Region 5: Michelle Guziewicz (Colonial, Eastern Shore, Hampton- Newport News, Middle Peninsula- Northern Neck, Western Tidewater)	804-461-0254 Michelle.guziewicz@dbhds.virginia.gov	
	Ronnitta Clements (Chesapeake, Norfolk, Portsmouth, Virginia Beach)	804-382-2490 Ronnitta.clements@dbhds.virginia.gov	
	Program Coordinator: Billie Anderson	804-371-0619 Billie.anderson@dbhds.virginia.gov	
Prospective Provider Information			http://www.dbhds.virginia.gov/professionals-and-service-providers/developmental-disability-services-for-providers/provider-development
SIS, WSAC, Wait List	Regional Support Specialists		http://www.dbhds.virginia.gov/professionals-and-service-providers/developmental-disability-services-for-providers/waiver-services
	Manager: Joan Bender	804-774-4469 Joan.bender@dbhds.virginia.gov	Click on Regional Support Unit Contact List
	Region 1: Kenneth Haines	804-337-5709 Kenneth.haines@dbhds.virginia.gov	There are SIS FAQs at this link:
	Region 2: Betty Vines	804-221-9442 Betty.vines@dbhds.virginia.gov	http://www.dbhds.virginia.gov/library/developmental%20services/dds_sis%20faqs%201-14-16.pdf
	Stephanie Mote	804-205-6767 Stephanie.mote@dbhds.virginia.gov	

	Region 3: Jason Perkins	804-221-2454 Jason.perkins@dbhds.virginia.gov	
	Region 4: Maureen Kennedy	804-317-1652 Maureen.kennedy@dbhds.virginia.gov	
	Region 5: Brandy Martin	804-221-2749 Brandy.martin@dbhds.virginia.gov	
Family Resources	Family Resource Consultants	Tonya Carr: 757-424-8250 Tonya.carr@dbhds.virginia.gov Benita Holland: 757-424-8250 Benita.holland@dbhds.virginia.gov	
CSB/BHA assistance with Waiver slots and related WaMS questions	Vivian Stevenson Cheri Stierer	804-786-9853 Vivian.stevenson@dbhds.virginia.gov 804-786-0803 Cheri.stierer@dbhds.virginia.gov	
Office of Integrated Health	Director: Dawn M. Adams DNP, ANP-BC, CHC	804-786-1203 dawn.adams@dbhds.virginia.gov	http://www.dbhds.virginia.gov/individuals-and-families/developmental-disabilities/health-services
	Karen Moten, MBA Program Specialist, Office of Integrated Health	804-225-3641 karen.moten@dbhds.virginia.gov	
	Mary Irvin, RN PASRR Nurse BSN	804-658-6338 mary.irvin@dbhds.virginia.gov	
	Susan Moon, RN, BSN	804-629-8288 susan.moon@dbhds.virginia.gov	
	Tammie Williams, RN, MSN	804-347-2919 tammie.williams@dbhds.virginia.gov	
	Susan Rudolph, RN, BSN	804-347-0515 Susan.Rudolph@dbhds.virginia.gov	
	Brenett Dickerson RN, MSN	804-347-5260 brenett.dickerson@dbhds.virginia.gov	

Housing Support Services	Housing Services Manager: Eric Leabough	804-786-1393 eric.leabough@dbhds.virginia.gov		http://www.dbhds.virginia.gov/professionals-and-service-providers/developmental-disability-services-for-providers/community-support-services
	Region 1: Marie Fraticelli – Integrated Community Options Specialist	434-953-7146 marie.fraticelli@dbhds.virginia.gov		
	Region 2: Jeannie Cummins Eisenhour – Senior Integrated Community Options Specialist	804-836-4308 j.cummins@dbhds.virginia.gov		
	Region 3: Anna Bowman - Integrated Community Options Specialist	804-839-0476 anna.bowman@dbhds.virginia.gov		
	Region 4: Sheree Hilliard – Integrated Community Options Specialist	804-371-2154 or 804-629-1675 sheree.hilliard@dbhds.virginia.gov		
	Region 5: Kimberly Rodgers – Integrated Community Options Specialist	804-629-1674 kimberly.rodgers@dbhds.virginia.gov		
	Housing Referrals: Ashley Cooper	804-225-3795 ashley.cooper@dbhds.virginia.gov		
Crisis Services	Heather Norton	804-786-5850 heather.norton@dbhds.virginia.gov		http://www.dbhds.virginia.gov/individuals-and-families/developmental-disabilities/crisis-services
	REACH	Adult	Children	
	Region 1:	855-917-8278	Call CSB Emergency Services	
	Region 2:	855-897-8278	844-627-4747	
	Region 3:	855-887-8278	855-887-8278	
	Region 4:	855-282-1006	855-282-1006	
	Region 5:	855-807-8278	888-225-2989	
Service Authorization	Sam Pinero, Manager	804-786-2149 Sam.pinero@dbhds.virginia.gov		http://www.dbhds.virginia.gov/professionals-and-service-providers/developmental-disability-services-for-providers/community-support-services
		Service Authorization Consultants >>>		

			disability-services-for-providers/waiver-services On the Contacts tab
Community Integration Team	Director of Community Integration Debbie Smith	804-371-5384 debbie.smith@dbhds.virginia.gov	http://www.dbhds.virginia.gov/individuals-and-families/developmental-disabilities/community-integration-project-team
	Guardianship Carrie Ottoson, Community Integration Manager	804-774-4472 carrie.ottoson@dbhds.virginia.gov	
	Critical and Complex Consultation Team Linda Bassett, Community Integration Manager	804-720-8592 linda.bassett@dbhds.virginia.gov	
	Administration Carrie Gorsuch	804-663-7284 carrie.gorsuch@dbhds.virginia.gov	
	Post Move Monitoring Jenni Schodt, Community Integration Manager	434-767-4992 jenni.schodt@dbhds.virginia.com	
	ICF&NF Community Support Kimberly King, Community Integration Manager	434-947-2102 Kimberly.m.king@dbhds.com	
	Central Virginia Training Center Karina von der Lippe, Community Integration Manager	434-947-6497 karina.vonderlippe@dbhds.virginia.gov	
	Southwest Virginia Training Center Michele Laird, Community Integration Manager	276-728-1133 michele.laird@dbhds.virginia.gov	
	Southeastern Virginia Training Center Sarah Stansberry, Community Integration Manager	757-424-8515 sarah.stansberry@dbhds.virginia.gov	
	Family Resource Consultants Tonya Carr Benita	Tonya Carr: 757-424-8250 Tonya.carr@dbhds.virginia.gov Benita Holland: 757-424-8250 Benita.holland@dbhds.virginia.gov	
Regional Support Team Coordination: Karen Poe, RST Coordinator	804-297-1656 Karen.poe@dbhds.virginia.gov		

Autism	Heather Norton	804-786-5850 heather.norton@dbhds.virginia.gov	
Employment / Community Engagement	Heather Norton	804-786-5850 heather.norton@dbhds.virginia.gov	
Early Intervention Services		1-800-234-1448	http://www.dbhds.virginia.gov/individuals-and-families/developmental-disabilities/early-childhood-intervention
Individual and Family Support Program	Bob Villa, IFSP Manager	804-371-4696 bob.villa@dbhds.virginia.gov	
	General Inquiries	804-371-4696	
	Roxie Thompson	804-225-3810 roxie.thompson@dbhds.virginia.gov	
	Sandra Brown	804-663-7277 sandra.brown@dbhds.virginia.gov	
EPSDT		1-800-421-7376 epsdt@dmas.virginia.gov	
Sexually Violent Predators Program	Dr. Steve Wolf	804-786-6420 steve.wolf@dbhds.virginia.gov	
	Marge Bialkowski	804- 371-0827 marge.bialkowski@dbhds.virginia.gov	
DMAS Provider Enrollment		1-888-829-5373 or 1-804-270-5105	https://www.virginiamedicaid.dmas.virginia.gov
Logisticare		1-866-386-8331 transportation@dmas.virginia.gov	
PPL	Consumer Directed Fiscal Agent – PPL	1-866-259-3009 or 804-665-2101 CDFAS@dmas.virginia.gov PPLVA@pcgus.com	
ICF / IID	Susan Elmore	804.240.1019 Susan.elmore@dbhds.virginia.gov	
MFP	Ramona Schaeffer	804.225.3007 ramona.schaeffer@dmas.virginia.gov	
Positive Behavioral Supports	Molly Dellinger-Wray	804-828-6926 mdwray@vcu.edu	

Delta	Cheri Stierer	804.786.0803 Cheri.stierer@dbhds.virginia.gov	
Nursing Complaints	Virginia Health Department	Toll Free: 1-800-955-1819 or Metro Richmond area: (804) 367-2106 OLC-Complaints@vdh.virginia.gov	
Office Of Licensing	Dr. Cleopatra Booker, Director		http://www.dbhds.virginia.gov/library/licensing/office%20of%20licensing%20staff%20contact%20information.pdf
	Regional Managers:		
	Region 1: Rhonda Angel	540-332-8423 rhonda.angel@dbhds.virginia.gov	
	Region 2: Tina Whitfield-Johnson	703-323-3197 tina.whitfield-johnson@dbhds.virginia.gov	
	Region 3: Deborah Tankersley	540-561-7447 deborah.tankersley@dbhds.virginia.gov ;	
	Region 4: Veronica Davis	804-786-2134 veronica.davis@dbhds.virginia.gov	
	Region 5: Barry Lee	757-253-5021 bLee@dbhds.virginia.gov	
Office of Human Rights	Deborah Lochart, Director	Human Rights Advocates >>	http://www.dbhds.virginia.gov/professionals-and-service-providers/human-rights-for-service-providers/information-for-providers
Division of Developmental Services			
Assistant Commissioner of Developmental Services	Connie Cochran	804-786-0580	Connie.cochran@dbhds.virginia.gov
Integrated Health Services Director	Dawn Adams	804-786-1203	Dawn.adams@dbhds.virginia.gov
Community Support Services Director	Heather Norton	804-786-5850	Heather.norton@dbhds.virginia.gov
Provider Development Interim Director	Eric Williams	540-981-0697	Eric.williams@dbhds.virginia.gov
Administrative Community Operations Director	Beverly Rollins	804-225-3705	Beverly.rollins@dbhds.virginia.gov
Community Integration Director	Deb Smith	804-371-5384	Debbie.smith@dbhds.virginia.gov
Waiver Operations Director	Dawn Traver	757-253-4316	Dawn.traver@dbhds.virginia.gov
Executive Assistant	Carla Clayton	804-786-0580	Carla.clayton@dbhds.virginia.gov