



Arkansas Department of Human Services

Division of Medical Services

Office of Long Term Care Mail Slot S409

P.O. Box 8059

Little Rock, Arkansas 72203-8059

Telephone (501) 682-8487 TDD (501) 682-6789 Fax (501) 682-1197

<http://www.medicaid.state.ar.us/InternetSolution/General/units/oltc/index.aspx>

MEMORANDUM

LTC-A-2010-13

TO: Nursing Facilities; ICFs/MR 16 Bed & Over; HDCs;
 ICFs/MR Under 16 Beds; RCFs; Adult Day Cares;
 Interested Parties; DHS County Offices

FROM: Carol Shockley, Director, Office of Long Term Care

DATE: December 3, 2010

RE: OLTC Contact Persons and Telephone Numbers

The Office of Long Term Care (OLTC) is located on the fourth floor of the New Donaghey South Plaza at 700 Main Street in Little Rock.

In addressing correspondence to OLTC, please use the address listed below. The Slot Number can be identified from the listing of contact personnel.

OLTC Mail Slot _____
PO Box 8059
Little Rock AR 72203-8059

Please send any checks for payment of licensure renewal fees, patient trust funds, annuals, etc., to the following address (unless otherwise instructed):

Department of Human Services
Office of Fiscal Management Mail Slot WG2
PO Box 8181
Little Rock AR 72203-8181

Make checks payable to the **Department of Human Services**.

To ensure prompt and efficient response to your inquiries, we are providing a revised list of programs and contact personnel with OLTC. Please share this information with your staff who routinely contact our office. We recommend that one copy of this memo be filed in your numbered memoranda file and that at least one copy be posted.

If you need this material in alternative format such as large print, please contact our Americans with Disabilities Act Coordinator at 501-682-8317 (voice) or 501-682-6789 (TDD).

CS/bcs

Alphabetical Listing of Program Contacts, Phone Numbers and Mail Slots

Alzheimer's Special Care Units

	Sherri Proffer	682-8471	S408
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Complaints

Nursing Facilities & ICF/MRs	Vicki Hinkson	682-9862	S407
	Andrea Murdock	682-8320	S407
	Rodney Cunningham	682-6321	S407

Assisted Living, Residential Care Facilities & Adult Day Care Facilities	Cindy Scoggins	682-6970	S408
	Sherri Proffer	682-8471	S408

Continuing Education Units Approval

	Jean Adams	682-1873	S402
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Criminal Records Check

	Renee Davison	682-6172	S405
	Rhonda Hetland	682-6285	S405

Director's Office

	Carol Shockley	682-8486	S409
	Brenda Styles	682-8486	S409

Employment Clearance Registry

	Automated System	682-8484	S405
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Elder Choices Medical Determination

	Cindy Smith	682-8428	S406
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Freedom of Information Requests

	Stormy Smith	682-8466	S409
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Level of Care & Review Dates

	Dorothy Ukegbu	682-8481	S406
	Kate Nurmohamed	682-7947	S406

Licensure

Administrators	Jean Adams	682-1873	S402
	Connie Harrison	682-6291	S402
Nursing Facilities, ICF/MRs	Sophie Fraser	682-8424	S404
DON Changes	Audrey Nelson	682-6173	S404
RCFs, ALFs, Adult Day Care	Cindy Scoggins	682-6970	S408
	Sherri Proffer	682-8471	S408

Facility Maltreatment Reporting

Fax Line	682-8551
Alternate Fax Line	682-6171

MDS

Automation & Electronic Submission	Abbie Palmer	682-8463	S407
Training & Questions	Mark Kilburn	682-8423	S407
	Cecilia Vinson	682-6522	S404
	Cecilia's Cell phone	837-8159	

Medical Necessity Denials & Appeals

Dorothy Ukegbu	682-8481	S406
Kate Nurmohamed	682-7947	S406

Nursing Assistant Certification, Training Program & Reimbursement

Billie Kaiser	682-1807	S405
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Nursing Assistant Training, Technical Assistance and Program Approvals

Renee Davison	682-6172	S405
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Nursing Facility Admission Applications

Dorothy Ukegbu	682-8481	S406
Kate Nurmohamed	682-7947	S406

Nursing Facility Cost Reports

Lynn Burton	682-1875	S416
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Nursing Facility Minimum Staffing Report

Rose Tabor	682-9653	S404
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Pre-Admission Screening/Resident Reviews

Dorothy Ukegbu	682-8481	S406
Kate Nurmohamed	682-7947	S406

Provider Reimbursement

Victoria Shells	682-8479	S416
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Regulations

Frank GoBell	682-6298	S409
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Resident Abuse/Neglect Determination

Phyllis Arnold	682-8690	S404
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**Resident Assessment/MDS Assessment
Validation**

Cecilia Vinson	682-6522	S404
Cecilia's Cell Phone	837-8159	

Residential Care/Assisted Living Program Operations

Cindy Scoggins	682-6970	S408
Sherri Proffer	682-8471	S408

**State Regulations for Nursing Home
Licensure/Surveys**

Rose Tabor	682-9653	S404
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Survey & Certification Field Operations

Judy Johnston	682-8431	S404
Rose Tabor	682-9653	S404

Survey & Certification Reviewers

Lori Hobbs	683-1529	S404
Sandra Broughton	682-8422	S404
Shelley Muscovalley	682-8852	S404
Marilyn Taylor	682-6290	S404
Eyvonne Stricklin	682-6527	S404

Most staff can be reached by e-mail using the following address (no spaces):

Firstname.lastname@arkansas.gov