



Department of Health
Robert R. Neall, Secretary
Department of Human Services
Lourdes R. Padilla, Secretary

Maryland Medical Assistance Program
Nursing Home Memorandum

To: Long Term Care (LTC) Nursing Home Administrators

From: Debbie Ruppert, Executive Director, MDH Office of Eligibility Services
Molly Marra, Director, MDH Medicaid Provider Services
Netsanet Kibret, Executive Director, DHS Family Investment Administration

Subject: Case Communication - re: COVID-19 Emergency

Date: March 27, 2020

LTC Providers and Community:

We wanted to update you on our efforts to respond to individual LTC cases, as we attend to the health considerations for our staff during this extraordinary time.

Staff from both DHS and MDH are working diligently to implement telework capabilities of various systems for our workforce. As you know from your own experiences, this is a technical undertaking to enable case managers, staff, and supervisors to access all systems necessary to respond to your needs and continue to process applications and deal with issues.

DHS/LDSS employees are primarily teleworking. At this time, it is best for providers to send inquiries regarding cases via email to the case manager with the supervisor copied. Case managers are also checking their voicemail. We have attached a list of those managers and supervisors to this memo.

We encourage LTC providers to submit applications, redetermination applications, and verifications/documents via the E&E System. Questions regarding OLTC operations should be directed to Kesha Shaw (kesha.shaw1@maryland.gov), Michelle Headlie (michelle.headlie@maryland.gov), and Torri Shannon (torri.shannon@maryland.gov). If you have technical issues, contact the MD THINK helpdesk, and they will triage to get a prompt response.

MDH employees are either teleworking or rotating on-site duties to allow for appropriate social distancing. This is the case for both the Office of Eligibility as well as the Provider Services LTC Provider Resolution Team. As employees acclimate to teleworking, please understand that our response time will be impacted.

Thank you for your understanding during this very challenging time.

Statewide Long Term Care Medical Assistance Contact List - March 23, 2020

D.O.	LDSS	LTC Supervisors	LTC Case Managers	Assigned Co-Pay Facility
10	Allegany County Department of Social Services 1 Frederick Street Cumberland, MD 21502	Kim Truly (301) 784-7105 kim.truly@maryland.gov	Susan D'Atri (301) 784-7082 susan.datri@maryland.gov	
			Kristina Moran (301) 784-7049 kristina.moran@maryland.gov	
40	Calvert County Department of Social Services 200 Duke Street Prince Frederick, MD 20678	Cheryl Harms (443) 550-6923 cheryl.harms@maryland.gov	Christine McMahon (443) 550-6912 christine.mcmahon@maryland.gov	
50	Caroline County Department of Social Services 300 Market Street Denton, MD 21629	Rosetta Williams (410) 819-4545 rosetta.williams@maryland.gov	Tiene Holliday (410) 819-4492 tiene.holliday@maryland.gov	
60	Carroll County Department of Social Services 1232 Tech Court Westminster, MD 21157	Judy Ripper (410) 386-3365 judy.ripper@maryland.gov	Donna Bowins (410) 386-3372 donna.bowins@maryland.gov	
			Karen Brooks (410) 386-3440 Karenm.brooks@maryland.gov	
			Jamie Scherr (410) 386-3356 jamie.scherr@maryland.gov	
			Melissa Seymour (410) 386-3437 melissa.seymour@maryland.gov	
70	Cecil County Department of Social Services 170 E. Main Street Elkton, MD 21921	Linda Ranck (410) 996-0375 linda.ranck@maryland.gov	Cheryl Rambo (410) 996-0226 cheryl.rambo@maryland.gov	
			Melissa Shipley (410) 996-0339 melissa.shipley@maryland.gov	
80	Charles County Department of Social Services 200 Kent Avenue LaPlata, MD 20646	Rhonda McKissack (301) 392-6660 rhonda.mckissack@maryland.gov	Kimberly McClain (301) 392-6676 kimberly.mcclain@maryland.gov	
90	Dorchester County Department of Social Services 627 Race Street Cambridge, MD 21613	Carol Bloodsworth (410) 901-4226 carol.bloodsworth@maryland.gov	Melaine Rice (410) 901-4113 melanie.rice@maryland.gov	

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100	Frederick County Department of Social Services 1888 N. Market Street, P.O. Box 237 Frederick, MD 21701	Linnea Jones (301) 600-4527 linnea.jones@maryland.gov	Susan Hagemeister (301) 600-4559 susan.hagemeister@maryland.gov	
			Isabelle Hylton (301) 600-2662 isabelle.hylton@maryland.gov	
			Sabrina Massett (301) 600-2496 sabrina.massett@maryland.gov	
			James McCadney (301) 600-2433 james.mccadney@maryland.gov	
110	Garrett County Department of Social Services 12578 Garrett Highway Oakland, MD 21550	Dora Hanlin (301) 533-3091 dora.hanlin@maryland.gov	Karen Siso (301) 533-3087 karen.siso@maryland.gov	
			Sue Schwab (301) 533-3085 sue.schwab@maryland.gov	
120	Harford County Department of Social Services 2029 Pulawski Highway Harve de Grace, MD 21078	Angela Weber (410) 297-6109 angela.weber@maryland.gov	Tracy Coyle (410) 297- 6126 tracy.coyle@maryland.gov	
			Steve Bennett (410) 297-6122 John.Bennett@maryland.gov	
			Alex Pearson (410) 297-6219 alex.pearson@maryland.gov	
			Scharron Kline (410) 297- scharrony.kline@maryland.gov	
130	Howard County Department of Social Services 9780 Patuxent Woods Drive Columbia, MD 21046	Pamela Cheeseboro (410) 872-8706 pamela.cheeseboro@maryland.gov	Denise Knox (410) 872-8775 denise.knox@maryland.gov	
			Rosemary Itakpe (410) 872-8728 rosemarya.itakpe@maryland.gov	
			Dionne Williams (410) 872-8720 dionne.williams@maryland.gov	

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140	Kent County Department of Social Services 350 High Street Chestertown, MD 21620	Sandra Crawford (410) 810-7614 sandra.crawford@maryland.gov	Brittany Hughes (410) 810-7610 brittany.hughes@maryland.gov	
153	Montgomery County Department of Health & Human Services 401 Hungerford Drive, 4th FL Rockville, MD 20850	Taunia Harper (240) 777-1227 taunia.harper@montgomerycountymd.gov	Olga Bernstein (240) 777-3156 olga.bernstein@montgomerycountymd.gov	
			Demetris Brown (240) 777-3146 demetris.brown@montgomerycountymd.gov	
			Lisa Canaday (240) 777-3186 lisa.canaday@montgomerycountymd.gov	
			Sarah Mosby (240) 777-3543 sarah.mosby@montgomerycountymd.gov	
		Pamela Brown (240) 777-3163 pamela.brown@montgomerycountymd.gov	Farhana Sahibzada (240) 777-1390 farhana.sahibzada@montgomerycountymd.gov	
			Yadira Sanchez (240) 777-3202 yadira.sanchez@montgomerycountymd.gov	
			Stacey Flagg (301) 942-0669 stacey.flagg@montgomerycountymd.gov	
			Sandra Mallett (240) 283-3137 sandra.mallett@montgomerycountymd.gov	
170	Queen Anne's County Department of Social Services 125 Comet Drive Centerville, MD 21617	Darlene Kuechler (410) 758-8050 darlene.kuechler@maryland.gov	Amy Clark (410) 758-8030 amy.clark@maryland.gov	
		Lori Loder (410) 758-8049 lori.loder@maryland.gov	Kimberly Burgess (410) 758-8045 kimberly.burgess1@maryland.gov	
180	St. Mary's County Department of Social Services 23110 Leonard Hall Drive Leonardtown, MD 20650	Wendie Walton (240) 895-7098 wendie.walton@maryland.gov	April Tindall (240) 895-7186 april.tindall@maryland.gov	

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D.O.	LDSS	LTC Supervisors	LTC Case Managers	Assigned Co-Pay Facility
190	Somerset County Department of Social Services 30397 Mt. Vernon Road Princess Anne, MD 21853	Jon Niblet (410) 677-4326 jon.niblet@maryland.gov	Erin Cuff (410) 677-4319 erin.cuff@maryland.gov	
200	Talbot County Department of Social Services 301 Bay Street, P.O. Box 1479 Easton, MD 21601	Dianne Heffernan (410) 770-5157 dianne.heffernan@maryland.gov	Tonya Pritchett (410) 820-4309 tonya.pritchett@maryland.gov	
			Ty'Keta Butler (410) 820-4446 tyketa.butler@maryland.gov	
210	Washington County Department of Social Services 122 N. Potomac Street Hagerstown, MD 21740	Ruth Fuller (240) 420-2258 ruthj.fuller@maryland.gov	Elizabeth Swope (240) 420-2115 elizabeth.swope@maryland.gov	
			Kaitlin Ridenour (240) 420-2123 kaitlin.ridenour@maryland.gov	
220	Wicomico County Department of Social Services 201 Baptist Street, #27 Salisbury, MD 21801	Dorcas Bell (410) 713-3991 dorcas.bell@maryland.gov	Casandra Barkley (410) 713-3892 casandra.barkley@maryland.gov	
			Molly Adams (410) 713-3894 molly.adams1@maryland.gov	
230	Worcester County Department of Social Services 299 Commerce Street Snow Hill, MD 21863	Andy Nunez (410) 677-6836 andy.nunez@maryland.gov	Vanita Johnson (410) 677-6864 vanita.johnson@maryland.gov	
005	Office of Long Term Care 746 Frederick Road Catonsville, MD 21228	Nikki Bailey (410) 455-7583 nikki.bailey@maryland.gov	Beth Loggans (410) 455-7727 beth.loggans@maryland.gov	
			Tavonia Lancaster (410) 455-7588 tavonia.lancaster@maryland.gov	
			LaToy Mason (410) 455-7592 latoy.mason@maryland.gov	
			Tracy Robinson (410) 455-7563 tracy.robinson@maryland.gov	
			Kelly Clark (410) 455-7728 (410) 267-8653 x122 kelly.clark1@maryland.gov	Cadia Healthcare Annapolis Cadia Springbrook Cadia Wheaton

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			Rowena Sibilly (410) 455-7714 (301) 864-2333 x1107	Cadia Hagerstown Cadia Hyattsville
		Lynette Lane-Miller (410) 455-7593 lynete.lane1@maryland.gov	Adine Oney (410) 455-7568 adine.oney@maryland.gov	
			Martel Morris (410) 455-7586 martel.morris@maryland.gov	
			Angela Terry-Asamoah (410) 455-7726 angela.terry-asamoah@maryland.gov	
		Torri Shannon (410) 455-7597 torri.shannon@maryland.gov	Damilare Shittu (410) 455-7715 damilare.shittu@maryland.gov	
			Mechelle Miles (410) 455-7587 (301) 559-0300 x159 mechelle.miles@maryland.gov	ManorCare Adelphi ManorCare Largo ManorCare Heartland of Hyattsville
			Richard Hemmeian (410) 455-7587 richard.hemmeian@maryland.gov	ManorCare Rossville ManorCare Roland Park
			Sandra Thomas-Harris (410) 842-6645 (410) 455-7725 sandra.thomas-harris@maryland.gov	ManorCare Ruxton ManorCare Towson
			Sharon Hinks (410) 455-7571 (410) 956-5000 x248 sharon.hinks1@maryland.gov	Clinton Kensington South River Westminster Health Care
			(410) 455-7569 (410) 461-7577 x303 martina.davis-williams1@maryland.gov	Blue Point Holly Hill Ridge Leasing
			Talethia Hamlet (410) 455-7728 (410) 807-7790 talethia.hamlet@maryland.gov	Catonsville Health Crownsville Health Randallstown Health
			Tanieka Rice (410) 455-7599 tanike.rice@maryland.gov	

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		Lynette Scott (410) 455-7654 lynette.scott@maryland.gov	Aaron Johnson (410) 387-2339 aaron.johnson@maryland.gov	Genesis - Cromwell Center Genesis - Larkin Chase Genesis - Loch Raven Genesis - Multi-Medical Center
			Elizabeth Hall (410) 387-2316 elizabeth.hall@maryland.gov	Genesis - Caton Manor Genesis - Catonsville Commons Genesis - Hammonds Center Genesis - Homewood Center
			Patricia Langston (410) 727-3947 x205 patricia.langston@maryland.gov	Bel Pre Health & Rehab Center Fayette Health & Rehab Center Howard Leasing (Marley Neck)
			Paula Drummond (410) 455-7573 paula.drummond@maryland.gov	Heritage Center Bradford Oaks Randallstown Center Perring Parkway Center
			Kevin Turner (301) 292-0300 x5167 kevin.turner@maryland.gov	Ft. Washington Health Northwest Forestville Nursing - Marlboro Leasing
			Tiffany Burton-Dennis (410) 455-7574 (410) 413-4113 tiffany.burton-dennis@maryland.gov	Glen Burnie Health & Rehab Heritage Harbour North Arundel Overlea Health Patuxent River Summit Park
		Antonette Hayes (410) 455-7595 antonette.hayes@maryland.gov	Taheera Abdullah (410) 455-7561 taheera.abdullah@maryland.gov	
			Doreen Wise-Perry (410) 455-7570 doreen.wise-perry@maryland.gov	
			Shirley Bouges (410) 455-7562 shirley.bouges@maryland.gov	
			Jennifer Ellis (410) 455-7560 jennifer.ellis@maryland.gov	
			LeJuene Green (410) 455-7584 lejuene.green@maryland.gov	

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			Thlinette Gilliam (410) 455-7658 thlinette.gilliam1@maryland.gov	
		DeVonna Pea (410) 455-7598 devonna.pea@maryland.gov	Patricia Oliver (410) 455-7572 patricia.oliver1@maryland.gov	
			Kia Alexander (410) 455-7582 kia.alexander@maryland.gov	
			Denise Williams (410) 455-7659 denise.williams2@maryland.gov	
			Aisha Winkler (410) 455-7656 aisha.winkler@maryland.gov	
		Shelby Robertson-Allen (410) 455-7596 shelby.robertson@maryland.gov	Cierra Francis (410) 455-7590 cierra.francis@maryland.gov	