

Information Needed	Contact Name	Email
Child referrals	Kimberly Deakins Donna Montgomery	kimberly.deakins@ky.gov donna.montgomery@ky.gov
Parent Issues Parent Newsletters	Karen McCracken	karen.mccracken@ky.gov
POE billing and contracts Part C application Part C State Performance Plan State Systemic Improvement Plan ILE approval (FS-31)	Paula Goff	paula.goff@ky.gov
Provider billing Insurance	Matt Krupp Paul Carlisle Julie Sandifer Shawn Bailey Kimberly Deakins	matthew.krupp@ky.gov paul.carlisle@ky.gov julie.sandifer@ky.gov shawn.bailey@ky.gov kimberly.deakins@ky.gov
TIBS	Shawn Bailey	shawn.bailey@ky.gov
AT devices	Shawn Bailey	shawn.bailey@ky.gov
Payroll processing Medicaid reports and resubmissions	Julie Sandifer Paul Carlisle Matthew Krupp	julie.sandifer@ky.gov paul.carlisle@ky.gov matthew.krupp@ky.gov
Compliance with policy/procedures/contracts Monitoring Billing audits Annual local determinations Eligibility Compensatory services	Casey Turner Colleen Meszaros Donna Montgomery	caseyl.turner@ky.gov colleen.meszaros@ky.gov donna.montgomery@ky.gov
Licensure Updates Liability Insurance Updates	Colleen Meszaros Kathy Long Savannah Propst	colleen.meszaros@ky.gov kathyl@ky.gov savannahl.propst@ky.gov
Confidentiality breaches Documentation errors Educational Surrogate appointments Removal of duplicate records on TOTS	Melissa Hardison (primary) Casey Turner (backup)	melissa.hardison@ky.gov caseyl.turner@ky.gov
Record requests TOTS performance issues	Kathy Long	kathyl@ky.gov

Information Needed	Contact Name	Email
Technical assistance Eligibility IFSP process Training modules New provider orientation RBI training	Melissa Hardison Donty Lear Tammie Isenberg	melissa.hardison@ky.gov donty.lear@ky.gov tammie.isenberg@ky.gov
Enrollment and deletions for providers, POEs, administrative staff, and interns Addendums	Lisa Dorman Savannah Propst Tammie Isenberg	lisa.dorman@ky.gov savannahl.propst@ky.gov tammie.isenberg@ky.gov
Family Share	Lisa Dorman	lisa.dorman@ky.gov
TOTS password reset	General mailbox	chfs.firststeps@ky.gov
Family Survey	Melissa Hardison	melissa.hardison@ky.gov
Listserv announcements	Tammie Isenberg Donna Montgomery Colleen Meszaros	tammie.isenberg@ky.gov donna.montgomery@ky.gov colleen.meszaros@ky.gov
Coaching in Early Intervention Training and Mentorship Program (CEITMP)		coaches@louisville.edu

KEDS: For issues with assigning providers to a child, first email the KEDS help desk at keds-tech@lsv.uky.edu or call 866-742-4015. If neither of these methods works, contact Lisa Dorman at the State Lead Agency.

There are three general mailboxes for First Steps:

General questions not related to billing or provider enrollment - chfs.firststeps@ky.gov

Billing questions – chfsfirststepsbilling@ky.gov

Provider enrollment or provider information changes – fsproviderenrollment@ky.gov

First Steps phone number: 502-564-3756 (please note that SLA staff are currently telecommuting and email is usually the best way to reach them).