

Information Needed	Contact Name	Email
Child referrals	Donna Deal	donnak.deal@ky.gov
Parent concerns 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	Nicole Florence Julie Sandifer Shawn Bailey Monique Hollis Meagan Preston	nicole.florence@ky.gov julie.sandifer@ky.gov shawn.bailey@ky.gov monique.hollis@ky.gov meagan.preston@ky.gov
TIBS	Shawn Bailey	shawn.bailey@ky.gov
AT devices	Nicole Florence Kelly Tharpe	nicole.florence@ky.gov kelly.tharpe2@ky.gov
Payroll processing Medicaid reports and resubmissions	Julie Sandifer	julie.sandifer@ky.gov
Compliance with policy/procedures/contracts Monitoring Billing audits Annual local determinations Eligibility Compensatory services	Casey Turner Colleen Meszaros Donna Deal Christina Miller	caseyl.turner@ky.gov colleen.meszaros@ky.gov donnak.deal@ky.gov christina.miller@ky.gov
Licensure updates Liability insurance updates	Colleen Meszaros Kathy Long Keri Gregory	colleen.meszaros@ky.gov kathyl@ky.gov keri.gregory@ky.gov
Disability determinations (do not send by fax or mail)	Kathy Long	kathyl@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 Tammie Isenberg Kelly Tharpe	melissa.hardison@ky.gov tammie.isenberg@ky.gov kelly.tharpe2@ky.gov
Enrollment and deletions for providers, POEs, administrative staff, and interns Addendums	Savannah Propst Tammie Isenberg	savannahl.propst@ky.gov tammie.isenberg@ky.gov
Family Share	Keri Gregory	keri.gregory@ky.gov
Family Survey	Melissa Hardison	melissa.hardison@ky.gov
Listserv announcements	Donna Deal Tammie Isenberg	donnak.deal@ky.gov tammie.isenberg@ky.gov
Items to be approved by CHFS Communications Office	Donna Deal	donnak.deal@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 Tammie Isenberg at the State Lead Agency.

KOG: For issues with logging into KOG or TOTS, please contact the KOG help desk at KOGHelpdesk@ky.gov

KEIS mailboxes

Please choose the mailbox that best fits your question and do not email all three at one time.

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

KEIS phone number: 502-564-3756 (please note that email is usually the best way to reach SLA staff).