

<b>Information Needed</b>	<b>Contact Name</b>	<b>Email</b>
Child referrals	Donna Montgomery	<a href="mailto:donna.montgomery@ky.gov">donna.montgomery@ky.gov</a>
Parent concerns Parent newsletters	Karen McCracken	<a href="mailto:karen.mccracken@ky.gov">karen.mccracken@ky.gov</a>
POE billing and contracts Part C application Part C State Performance Plan State Systemic Improvement Plan ILE approval (FS-31)	Paula Goff	<a href="mailto:paula.goff@ky.gov">paula.goff@ky.gov</a>
Provider billing Insurance	Paul Carlisle Julie Sandifer Shawn Bailey Monique Hollis	<a href="mailto:paul.carlisle@ky.gov">paul.carlisle@ky.gov</a> <a href="mailto:julie.sandifer@ky.gov">julie.sandifer@ky.gov</a> <a href="mailto:shawn.bailey@ky.gov">shawn.bailey@ky.gov</a> <a href="mailto:monique.hollis@ky.gov">monique.hollis@ky.gov</a>
TIBS	Shawn Bailey	<a href="mailto:shawn.bailey@ky.gov">shawn.bailey@ky.gov</a>
AT devices	Kelly Tharpe	<a href="mailto:kelly.tharpe2@ky.gov">kelly.tharpe2@ky.gov</a>
Payroll processing Medicaid reports and resubmissions	Julie Sandifer Paul Carlisle	<a href="mailto:julie.sandifer@ky.gov">julie.sandifer@ky.gov</a> <a href="mailto:paul.carlisle@ky.gov">paul.carlisle@ky.gov</a>
Compliance with policy/procedures/contracts Monitoring Billing audits Annual local determinations Eligibility Compensatory services	Casey Turner Colleen Meszaros Donna Montgomery	<a href="mailto:caseyl.turner@ky.gov">caseyl.turner@ky.gov</a> <a href="mailto:colleen.meszaros@ky.gov">colleen.meszaros@ky.gov</a> <a href="mailto:donna.montgomery@ky.gov">donna.montgomery@ky.gov</a>
Licensure updates Liability insurance updates	Colleen Meszaros Kathy Long Savannah Propst	<a href="mailto:colleen.meszaros@ky.gov">colleen.meszaros@ky.gov</a> <a href="mailto:kathyl@ky.gov">kathyl@ky.gov</a> <a href="mailto:savannahl.propst@ky.gov">savannahl.propst@ky.gov</a>
Confidentiality breaches Documentation errors Educational Surrogate appointments Removal of duplicate records on TOTS	Melissa Hardison (primary) Casey Turner (backup)	<a href="mailto:melissa.hardison@ky.gov">melissa.hardison@ky.gov</a> <a href="mailto:caseyl.turner@ky.gov">caseyl.turner@ky.gov</a>
Record requests TOTS performance issues	Kathy Long	<a href="mailto:kathyl@ky.gov">kathyl@ky.gov</a>

Information Needed	Contact Name	Email
Technical assistance Eligibility IFSP process Training modules New provider orientation RBI training	Melissa Hardison Tammie Isenberg Kelly Tharpe	<a href="mailto:melissa.hardison@ky.gov">melissa.hardison@ky.gov</a> <a href="mailto:tammie.isenberg@ky.gov">tammie.isenberg@ky.gov</a> <a href="mailto:kelly.tharpe2@ky.gov">kelly.tharpe2@ky.gov</a>
Enrollment and deletions for providers, POEs, administrative staff, and interns Addendums	Savannah Propst Tammie Isenberg	<a href="mailto:savannahl.propst@ky.gov">savannahl.propst@ky.gov</a> <a href="mailto:tammie.isenberg@ky.gov">tammie.isenberg@ky.gov</a>
Family Share	Savannah Propst	<a href="mailto:savannahl.propst@ky.gov">savannahl.propst@ky.gov</a>
Family Survey	Melissa Hardison	<a href="mailto:melissa.hardison@ky.gov">melissa.hardison@ky.gov</a>
KOG/TOTS log in issues	Tammie Isenberg Savannah Propst	<a href="mailto:tammie.isenberg@ky.gov">tammie.isenberg@ky.gov</a> <a href="mailto:savannahl.propst@ky.gov">savannahl.propst@ky.gov</a>
Listserv announcements	Donna Montgomery Tammie Isenberg	<a href="mailto:donna.montgomery@ky.gov">donna.montgomery@ky.gov</a> <a href="mailto:tammie.isenberg@ky.gov">tammie.isenberg@ky.gov</a>
Coaching in Early Intervention Training and Mentorship Program (CEITMP)		<a href="mailto:coaches@louisville.edu">coaches@louisville.edu</a>

**KEDS:** For issues with assigning providers to a child, first email the KEDS help desk at [keds-tech@lsv.uky.edu](mailto:keds-tech@lsv.uky.edu) or call 866-742-4015. If neither of these methods works, contact Tammie Isenberg 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](mailto:chfs.firststeps@ky.gov)

Billing questions – [chfsfirststepsbilling@ky.gov](mailto:chfsfirststepsbilling@ky.gov)

Provider enrollment or provider information changes – [fsproviderenrollment@ky.gov](mailto: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).