

Medical Assistance Administration Superstars - Kudos from the 2004 Provider Survey

6 Positive Comments

Honc, Rita w/possibility of 5 more from partial name list.

4 Positive Comments

Lawrence, Ann

Monroe, Gary w/possibility of 4 more from partial name list.

3 Positive Comments

Card, Bruce w/possibility of 6 more from partial name list.

2 Positive Comments

Atteridge, Bev

Davis, John S. Dr.

Lowery, Kenneth R.

Short, Wendy w/possibility of 1 more from partial name list.

Wallace, Anna w/possibility of 2 more from partial name list.

Wendt, Mary A. w/possibility of 1 more from partial name list.

All Positive Comments - Full Names*	
Ashton, Matt D.	Matt Ashton was recently extremely helpful via e-mail response and also phoning me.
Atteridge, Bev	My JP rehab claims had problems, and Bev Atteridge, I rate a 10 in all her help.
Atteridge, Bev	They help me with codes and code questions. Bev Atheridge is very helpful and gives excellent help. Also James Woodward has been a great help! Thank you!
Baas, Susan	They answer our questions satisfactorily. Some help with cross-overs, etc. Susan Baas has been exceptionally helpful.
Baum, Dianne	The authorization people are very helpful and Diane Baum has been fantastic getting back to us and answering our questions.
Bonnie Tendy, Claims	Electronic claims, provider paid. Bonnie Tendy.
Cantrell, Olin W.	Olin Cantrell is very helpful.
Card, Bruce	All the approvals are coming much faster now, it helps a lot. Bruce Card is very fast and friendly when you talk to him in Authorization Department.
Card, Bruce	When speaking with Bruce Card from Eligibility, yes, he returns calls from us.
Card, Bruce	On-line information, easy to contact for pre-authorizations. Bruce Card is wonderful!!!
Cody, James	We have a great contact - Jim Cody!...extremely helpful!
Coverdell, Debbie	Always willing to help. Debbie Coverdale and Ken M. have been great help to us!
Davis, John S. Dr.	Not very much. John Davis' office.
Davis, John S. Dr.	Dr. John Davis, and others like him on staff, are helpful.
Friedt, Darrel E.	I finally found someone to send e-mail back and forth with questions. Dr. Darrel E. Friedt, he is very prompt and courteous.
Graebener, Carol	The Smokey Point Financial Workers are very good about getting award letters to me. Betty Shack and Carol Graebener, are always helpful.
Hansen, Barbara	The supervisory staff...Norma (COB) and Barb Hansen (claims) are very helpful and a pleasure to work with!
Honc, Rita	Great provider relations department (only Rita Hanc). Rita Hanc assists us in any issues we have, and provider relations fax # for claims status.
Honc, Rita	You have a great Provider Relations field representative. Rita Honc is the best ever.
Honc, Rita	Rita Honc provides wonderful follow up on questions/concerns. The pre-authorization staff have also been great to work with and usually respond in a timely manner.
Honc, Rita	Rita Hone is the ONLY person we can get help from. She has been great.
Honc, Rita	Rita Honk - wonderful lady. Very nice, VERY helpful.
Honc, Rita	We now have the assistance of Rita Houe, DSHS Medical Assistance Specialist.

Lawrence, Ann	I generally work with Ann Lawrence on claim issues - she is always very helpful.
Lawrence, Ann	When I can't get help anywhere else, I call our Provider Relations representative, Ann Lawrence. She is ALWAYS nice and does everything she can to help.
Lawrence, Ann	Ann Lawrence has been helpful when I can't get anyone on the phone.
Lawrence, Ann	I always go through Ann Lawrence, Field Rep, when there is a problem and she's great at her job helping us.
Leonard, Arleen	Only Arleen Leonard in adjustments has ever been helpful, her recomp procedure is very efficient.
Lowery, Kenneth R.	Ken Lowery at provider services is wonderful...very helpful!
Lowery, Kenneth R.	Personal contact - still have people to talk to. Ken Lowery is a great asset to your organization.
Mikler, Cecilia	Cecilla Mikler does an excellent job with e-mail questions. Always patient, courteous, and very helpful!!
Mitchell, Sandy	Hired new people to PA - Finally picking up speed as far as wait time. Gary Monroe/Sandy Mitchell - Excellent staff!!
Monroe, Gary	Hired new people to PA - Finally picking up speed as far as wait time. Gary Monroe/Sandy Mitchell - Excellent staff!!
Monroe, Gary	Gary Monroe in Provider Relations is great at solving problems and communicating.
Monroe, Gary	Sent Gary Monroe out - Helped us a lot!
Monroe, Gary	Make customer service more available to dental providers. Thanks to Gary Monroe who answer his calls!
Nguyen, Christopher T.	Chris Nguyen has been very helpful.
Pfeiffer, Robin	I can always count on Robin Pfeiffer to help me if I call her.
Schack, Betty	The Smokey Point Financial Workers are very good about getting award letters to me. Betty Shack and Carol Graebener, are always helpful.
Short, Wendy	Wendy Short, in authorizations, has been extremely professional and helpful.
Short, Wendy	Dental pre-authorization - Wendy Shore is fantastic to work with. She is courteous, helpful, informational, and very quick to respond.
Sokso, Frankie	The staff at HCS are very helpful, especially Linda Wood and Frankie Sokso.
Thomas, Laura	I feel the Office of Provider Services is excellent. My worker Laura Thomas is just polite and wonderful!
Wagner, George	We have a customer service contact within DSHS (George Wagner) that is very helpful to us. Everyone else has not been.
Wallace, Anna	Anna Wallace, processor, calls me to notify me of potential problems. She has taught me to code the TAD over the phone.
Wallace, Anna	Anna Wallace is great to work with, leave her right where she is (smiley face).
Wendt, Mary A.	The team led by Mary Wendt does an outstanding job of working with Rural Health Clinics and responding to changes and questions.
Wendt, Mary A.	The rural health clinic program under Mary Wendt is well run and vital to our survival.
Wood, Linda	The staff at HCS are very helpful, especially Linda Wood and Frankie Sokso.
Woodward, James	They help me with codes and code questions. Bev Atheridge is very helpful and gives excellent help. Also James Woodward has been a great help! Thank you!

All Positive Comments - Partial Names*	
Alene, Medicaid	(Excluding Residential Care Services) From the time we contact for Medicaid financial & medical approval, everything goes smooth. We appreciate their quick response. Leona, Melba, Alene, Sandy are always on the ball and ready to help.
Allan, Claims	Have Allan answer claims line. He is great! He didn't talk to me like I was stupid; I really appreciated his help.
Amy, Medicare	When we can get someone to answer the phone. Medicare Unit, Audry and Amy are great.
Andrew, EDI Dept.	We have had wonderful customer service from Andrew in the EDI Department with our transition to HIPAA Claims.
Anna	Whenever I have called Anna with a question or favor, she has gone the extra mile for me!

Anna, Olympia	The financial workers are much better to work with than they used to be. Families still complain about them. Anna in Olympia does a great job with our TAB and doesn't get upset if a mistake is made. She just calls and fixes it.
Arlene, MEbB	Arlene in the MEbB Section take back is excellent - She seems to know more than the rest of the staff at the call center all together.
Audry, Medicare	When we can get someone to answer the phone. Medicare Unit, Audry and Amy are great.
Bruce, Pre- authorizations	Bruce and Wendy help out. Pre-authorization to us in a speedy fashion!
Bruce, Pre- authorizations	Bruce, in authorizations, is very helpful!
Bruce, Pre- authorizations	Pre-authorization rep (Bruce) is very helpful provider. Main number is very hard to reach any rep. Provider enrollment takes too long.
Bruce, Pre- authorizations	"Bruce" in authorization is wonderful. Always extremely helpful and pleasant.
Bruce, Pre- authorizations	Bruce at Pre-auth and the rest in that area are great help.
Bruce, Pre- authorizations	Bruce, with Provider Enrolment, is excellent - Great call backs and gives helpful, quick information.
Cheryl, Seattle	I can call and get answers to my questions easily - Cheryl, in Seattle office, is great help.
Cheryl, Authorizations	Mary, Ginny, & Cheryl in the authorization department are always very nice and helpful! They are always willing to go the extra mile to help me out. Thanks!!
Cheryl, Olympia	Solve claims problems - Olympia representatives Rita, Cheryl, Sandy, and Peggy all good. Call center to verify eligibility all good, hard working, etc.
Cindy	Cindy is wonderful and so very helpful. Best I've EVER worked with!
Cindy B., Coordination of Benefits	Cindy B @ Coordination of Benefits was extremely helpful with a difficult case.
Gary, Customer Service	Customer service people are always helpful - Gary, Rita, Peggy. And they will call us back with an answer.
Gary, Provider Services	The provider field representatives are a great help, especially Gary and Jerry.
Gary, Provider Services	Provider Services reps that we can call directly always try their best to get us an answer to our questions (Rita, Gary, etc...).
Gary, Olympia	Pays timely, claim status on EOB's clear. "Gary" in Olympia has been great.
Ginny, Authorizations	Mary, Ginny, & Cheryl in the authorization department are always very nice and helpful! They are always willing to go the extra mile to help me out. Thanks!!
Jenny, Provider Relations	Clear answers most of the time. Jenny, in Provider Relations, is very patient and easy to understand. Some operators are difficult to understand because of their English speaking abilities.
Jerry, Provider Services	The provider field representatives are a great help, especially Gary and Jerry.
Judi, Babies on Mothers	Judi always helps with PIC codes for Babies on Mothers, also with children whom the insurance doesn't show on coupon.
Karen	Where did Karen go? She always told us what page to read to understand our errors.
Kassandra	Prompt reply to inquires. Always great customer service. Kassandra is great to work with and a joy to talk to.
Ken M.	Always willing to help. Debbie Coverdale and Ken M. have been great help to us!
Leona, Medicaid	(Excluding Residential Care Services) From the time we contact for Medicaid financial & medical approval, everything goes smooth. We appreciate their quick response. Leona, Melba, Alene, Sandy are always on the ball and ready to help.
Lynn	Very helpful. Recently worked with Lynn and she seemed very knowledgeable.
Manual	Manual is helpful. Claim turnaround seems to be quicker than in the past.

Mark	I have two people, Mark and Norma who have given me their direct line so I can get right through. They make customer service a top priority.
Mary, Authorizations	Mary, Ginny, & Cheryl in the authorization department are always very nice and helpful! They are always willing to go the extra mile to help me out. Thanks!!
MaryAnn M, T-19's	Answer all T-19/case management related questions. The guru of T-19's is MaryAnn M., she is wonderful.
Melba, Medicaid	(Excluding Residential Care Services) From the time we contact for Medicaid financial & medical approval, everything goes smooth. We appreciate their quick response. Leona, Melba, Alene, Sandy are always on the ball and ready to help.
Mimi	I have recently worked with Mimi. She was extremely helpful and kind. She is an asset to your company!
Norma, COB	The supervisory staff...Norma (COB) and Barb Hansen (claims) are very helpful and a pleasure to work with!
Norma	I have two people, Mark and Norma who have given me their direct line so I can get right through. They make customer service a top priority.
Rita, Customer Service	Customer service people are always helpful - Gary, Rita, Peggy. And they will call us back with an answer.
Rita, Claims	Rita and Sheryl have been helpful in submitting e-claims and revision issues.
Rita, Provider Services	Provider Services reps that we can call directly always try their best to get us an answer to our questions (Rita, Gary, etc...).
Rita, Coordination Benefits	Rita in Coordination of Benefits is great! Always keeps me straight.
Rita, Olympia	Solve claims problems - Olympia representatives Rita, Cheryl, Sandy, and Peggy all good. Call center to verify eligibility all good, hard working, etc.
Peggy, Customer Service	Customer service people are always helpful - Gary, Rita, Peggy. And they will call us back with an answer.
Peggy	Peggy worked well with us regarding our specialty.
Peggy, Olympia	Solve claims problems - Olympia representatives Rita, Cheryl, Sandy, and Peggy all good. Call center to verify eligibility all good, hard working, etc.
Sandy, Medicaid	(Excluding Residential Care Services) From the time we contact for Medicaid financial & medical approval, everything goes smooth. We appreciate their quick response. Leona, Melba, Alene, Sandy are always on the ball and ready to help.
Sandy, Olympia	Solve claims problems - Olympia representatives Rita, Cheryl, Sandy, and Peggy all good. Call center to verify eligibility all good, hard working, etc.
Sarah, Enrollment	Todd and Sarah, in Provider Enrollment, are wonderful. Always very helpful and pleasant. Good Job!!
Sarah, Enrollment	Hire more people for Provider Enrollment. As I said, Todd and Sarah are wonderful but swamped. Get them some help.
Shelby, Airway Optical	Airway Optical is terrific - especially Shelby.
Sheryl, Claims	More phone lines - the wait or hold is too long - 15 minutes is understandable, 45 minutes is not. Please stop moving your pleasant customer service people to other departments. We miss Ken!
Todd, Enrollment	The enrollment. Todd is always friendly and helpful.
Todd, Enrollment	Todd and Sarah, in Provider Enrollment, are wonderful. Always very helpful and pleasant. Good Job!!
Todd, Enrollment	Hire more people for Provider Enrollment. As I said, Todd and Sarah are wonderful but swamped. Get them some help.
Todd, Provider Services	Unfortunately, I can't think of anything...(Except that Todd in Provider Services is excellent).
Wendy, Pre-authorizations	Bruce and Wendy help out. Pre-authorization to us in a speedy fashion!

* Name spelling and identity is based on "best guess" of RDA staff after reviewing clients' spelling and DSHS staff rosters. We apologize in advance for any misspellings or misidentification.