

## HealthWave Clearinghouse Communication Information

<b>All communication to the Clearinghouse shall include the case name and case number on the message line, and “second request” when appropriate.</b>	
For inquiries and changes reported by the customer	Contact Customer Service at 1-800-792-4884 or in Topeka (785) 368-1515
To send a fax to the Clearinghouse	1-800-498-1255 or (785) 296-6001
If a case file is needed	Send an e-mail to <a href="mailto:HW_FileReg@khpa.ks.gov">HW_FileReg@khpa.ks.gov</a>
To request marketing materials (applications, renewal forms, etc)	Contact Customer Service at 1-800-792-4884 or in Topeka (785) 368-1515
If assistance is needed completing a new application or renewal form, or a pregnant woman request	Contact Customer Service at 1-800-792-4884 or in Topeka (785) 368-1515
For updates or changes on open medical cases	Send an e-mail to <a href="mailto:HW-Info@khpa.ks.gov">HW-Info@khpa.ks.gov</a>
To report customer issues that have been reported to SRS staff (not specific case issues that need resolution)	Sent an e-mail to <a href="mailto:HW-Grievance@khpa.ks.gov">HW-Grievance@khpa.ks.gov</a> and copy the following people: Shirley Irby-Radcliffe, Project Director, ( <a href="mailto:SirbyRadcliffe@policy-studies.com">SirbyRadcliffe@policy-studies.com</a> ) Tracy Litherland, Operations Workflow Manager ( <a href="mailto:tlitherland@policy-studies.com">tlitherland@policy-studies.com</a> ) Teresa Graber, KHPA ( <a href="mailto:Teresa.Graber@khpa.ks.gov">Teresa.Graber@khpa.ks.gov</a> ) Tamara Demmitt, KHPA ( <a href="mailto:Tamara.Demmitt@khpa.ks.gov">Tamara.Demmitt@khpa.ks.gov</a> )
Mailing Address Physical Address	HealthWave; PO Box 3599; Topeka, Ks 66601-9738 HealthWave; 6700 S Topeka Blvd; Bldg 281; Topeka, Ks 66619
<b>Urgent or High Priority Situations</b>	
For Urgent situations, or 2 <sup>nd</sup> requests, send a high priority e-mail to HW-Supervisors or HW-Info and the following:  Tracy Litherland, Operations Workflow Manager, ( <a href="mailto:tlitherland@policy-studies.com">tlitherland@policy-studies.com</a> ) Teresa Graber, KHPA ( <a href="mailto:Teresa.Graber@khpa.ks.gov">Teresa.Graber@khpa.ks.gov</a> )	
<b>Eligibility, Case Maintenance, and Call Center Supervisor contact list</b>	
<ul style="list-style-type: none"> <li>• Rolando Garcia, Eligibility and Registration 785-338-5025 (<a href="mailto:RGarcia@policy-studies.com">RGarcia@policy-studies.com</a>)</li> <li>• Natalie Johnson 785-338-5028, Citizenship and Identify (<a href="mailto:NJohnson2@policy-studies.com">NJohnson2@policy-studies.com</a>)</li> <li>• Gabriel May, Eligibility, 785-338-5026 (<a href="mailto:GaMay@policy-studies.com">GaMay@policy-studies.com</a>)</li> <li>• Sondra Gonzalez, Case Maintenance, 785-338-5027(<a href="mailto:SGonzalez@policy-studies.com">SGonzalez@policy-studies.com</a>)</li> <li>• Susan Moore, Call Center, 785-338-5142 (<a href="mailto:susan.moore3@hp.com">susan.moore3@hp.com</a>)</li> </ul>	