

**Long-Term Care Medicaid Staff Directory**  
**Updated as of December 1, 2023**

**General Questions call**  
**LTC Customer Support Unit at (802) 476-0100**

<b>Long Term Care Specialist</b>	<b>IMS#</b>	<b>Office Phone</b>	<b>Staff Location</b>	<b>Email</b>	<b>Supervisor</b>
Allyssa Franklin	187	524-6886	St. Albans	<a href="mailto:Allyssa.Franklin@vermont.gov">Allyssa.Franklin@vermont.gov</a>	Melissa Richardson
Amanda Durand	894	476-1615	Barre	<a href="mailto:Amanda.Durand@vermont.gov">Amanda.Durand@vermont.gov</a>	Melissa Richardson
Ariani Szykier	190	241-0537	Waterbury	<a href="mailto:Ariani.Szykier@vermont.gov">Ariani.Szykier@vermont.gov</a>	Lottie Lavalette
Christine Sundquist	324	476-1636	Barre	<a href="mailto:Christine.Sundquist@vermont.gov">Christine.Sundquist@vermont.gov</a>	Debbie Greeno
Colleen Hurley	271	479-1476	Barre	<a href="mailto:Colleen.Hurley@vermont.gov">Colleen.Hurley@vermont.gov</a>	Melissa Richardson
Daniel McCarthy	570	772-0557	Rutland	<a href="mailto:Daniel.McCarthy@vermont.gov">Daniel.McCarthy@vermont.gov</a>	Debbie Greeno
Elizabeth Seaver	840	505-6409	Barre	<a href="mailto:Elizabeth.Seaver@vermont.gov">Elizabeth.Seaver@vermont.gov</a>	Lottie Lavalette
Jodi Deguzman	377	476-1610	Barre	<a href="mailto:Jodi.Deguzman@vermont.gov">Jodi.Deguzman@vermont.gov</a>	Catherine West
John Dickson	021	479-7510	Barre	<a href="mailto:John.Dickson@vermont.gov">John.Dickson@vermont.gov</a>	Melissa Richardson
Josh May	539	241-0029	Waterbury	<a href="mailto:Joshua.May@vermont.gov">Joshua.May@vermont.gov</a>	Lottie Lavalette
Kandace Kenny	165	786-5838	Rutland	<a href="mailto:Kandace.Kenny@vermont.gov">Kandace.Kenny@vermont.gov</a>	Debbie Greeno
Katrina Brinkerhoff	762	505-6478	Barre	<a href="mailto:Katrina.Brinkerhoff@vermont.gov">Katrina.Brinkerhoff@vermont.gov</a>	Melissa Richardson
Megan Thomas	252	479-4213	Barre	<a href="mailto:Megan.Thomas@vermont.gov">Megan.Thomas@vermont.gov</a>	Melissa Richardson
Melody Shaw	020	786-5968	Rutland	<a href="mailto:Melody.Shaw@vermont.gov">Melody.Shaw@vermont.gov</a>	Debbie Greeno
Michelle Therrien	L93	479-1381	Barre	<a href="mailto:Michelle.Therrien@vermont.gov">Michelle.Therrien@vermont.gov</a>	Lottie Lavalette
Nichole Thibault	199	241-0552	Waterbury	<a href="mailto:Nichole.Thibault@vermont.gov">Nichole.Thibault@vermont.gov</a>	Lottie Lavalette
Rachael Lynch	089	342-5410	Rutland	<a href="mailto:Rachael.Lynch@vermont.gov">Rachael.Lynch@vermont.gov</a>	Debbie Greeno
Sarah Stocker	176	786-1519	Rutland	<a href="mailto:Sarah.Stocker@vermont.gov">Sarah.Stocker@vermont.gov</a>	Debbie Greeno
<b>DD HCBS</b>					
Kerry Lee Crowley	171	241-9044	Waterbury	<a href="mailto:KerryLee.Crowley@vermont.gov">KerryLee.Crowley@vermont.gov</a>	Lottie Lavalette

**To find your worker:**

- **Medicaid VHC Customer Support Center 1-855-899-9600**
- **Green Mountain Care Customer Support Center 1-800-250-8427**
- **The LTC worker name is included on each verification request**

**To send documents:**

- **ADPC (Application/Document Processing Center)**
- **Mail: 280 State Drive, Waterbury, VT 05671-1500**
- **AHS Uploader website @ [www.ahsuploader.vermont.gov](http://www.ahsuploader.vermont.gov)**
- **Fax: (802) 241-0514 – not recommended**

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**Supervisor**

Debbie Greeno, IMS #155  
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For Escalated or Emergency cases: please email DVHA LTC MGMT [AHS.DVHALTCMGMT@vermont.gov](mailto:AHS.DVHALTCMGMT@vermont.gov)

**Program Director**

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