

Long-Term Care Medicaid Staff Directory

Updated as of October 15, 2024

General Questions call

LTC Customer Support Unit at (802) 476-0100 or toll-free 833-840-0061

Long Term Care Specialist	IMS#	Office Phone	Staff Location	Email	Supervisor
Aisha McLaren	317	241-9051	Waterbury	Aisha.McLaren@vermont.gov	Lottie Lavalette
Allyssa Franklin	187	524-6886	St. Albans	Allyssa.Franklin@vermont.gov	Melissa Richardson
Amanda Durand	894	476-1615	Barre	Amanda.Durand@vermont.gov	Melissa Richardson
Ariani Szykier	190	241-0537	Waterbury	Ariani.Szykier@vermont.gov	Lottie Lavalette
Christine Sundquist	324	476-1636	Barre	Christine.Sundquist@vermont.gov	Debbie Greeno
Colleen Hurley	271	479-1476	Barre	Colleen.Hurley@vermont.gov	Melissa Richardson
Daniel McCarthy	570	772-0557	Rutland	Daniel.McCarthy@vermont.gov	Debbie Greeno
Elizabeth Williams (prior Seaver)	840	505-6409	Barre	Elizabeth.Williams@vermont.gov	Kiel Santelli
John Dickson	021	479-7510	Barre	John.Dickson@vermont.gov	Melissa Richardson
Josh May	539	241-0029	Waterbury	Joshua.May@vermont.gov	Lottie Lavalette
Kandace Kenny	165	786 -5838	Rutland	Kandace.Kenny@vermont.gov	Kiel Santelli
Megan Thomas	252	479-4213	Barre	Megan.Thomas@vermont.gov	Melissa Richardson
Melody Shaw	020	786-5968	Rutland	Melody.Shaw@vermont.gov	Debbie Greeno
Michelle Therrien	L93	479-1381	Barre	Michelle.Therrien@vermont.gov	Lottie Lavalette
Nichole Thibault	199	241-0552	Waterbury	Nichole.Thibault@vermont.gov	Lottie Lavalette
Rachael Lynch	089	342-5410	Rutland	Rachael.Lynch@vermont.gov	Debbie Greeno
Sarah Seefluth	299	527-3967	Waterbury	Sarah.Seefluth@vermont.gov	Debbie Greeno
Sarah Stocker	176	786-1519	Rutland	Sarah.Stocker@vermont.gov	Debbie Greeno
DD HCBS					
Kerry Lee Crowley	171	241-9044	Waterbury	KerryLee.Crowley@vermont.gov	Kiel Santelli

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**

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

To send documents:

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Supervisor

Debbie Greeno, IMS #155
Debbie.Greeno@vermont.gov
Phone: 802-786-5965

Supervisor

Lottie Lavalette, IMS #719
Lottie.Lavalette@vermont.gov
Phone: 802-241-9090

Supervisor

Melissa Richardson, IMS #224
Melissa.Richardson@vermont.gov
Phone: 802-479-8536

Supervisor

Catherine West, IMS #232
Catherine.West@vermont.gov
Phone: 802-622-1259

Mentor

Kiel Santelli, IMS #204
Kiel.Santelli@vermont.gov
Phone: 802-527-3944

Mentor

Sara Jane Murphy, IMS #170
SaraJane.Murphy@vermont.gov
Phone: 802-295-4125

Mentor

Vacant

For Escalated or Emergency cases: please email DVHA LTC MGMT AHS.DVHALTCMGMT@vermont.gov

Program Director

Michele Betit, IMS #065
Michele.Betit@vermont.gov
Phone: 802-479-8669

Benefits Program

Administrator
Lisa Racine, IMS #721
Lisa.Racine@vermont.gov
Phone: 802-585-0545

Health Care Assistant

Administrator II
Sarah Fong, IMS #332
Sarah.Fong@vermont.gov
Phone: 802-241-9032

Health Care Assistant

Administrator II
Megan Grenier, IMS #015
Megan.Grenier@vermont.gov
Phone: 802-334-1728