

# MA Ombudsman

## Who is an Ombudsman?

An MA Ombudsman is an employee at a county assistance office (CAO) who serves as the “go-to” individual to handle Medical Assistance (MA) issues that are more complex and require specialized knowledge. An Ombudsman has special training and resources available to assist colleagues and/or clients through MA-related questions or problems.

## What do Ombudsman do?

The MA Ombudsman works with caseworkers at the CAO, benefit recipients, and some community partners to address MA-related questions and issues. Below are a few examples of the type of items an Ombudsman can handle:

- Resolving pharmacy and prescription medication access issues
- Billing or coverage issues such as MCO vs. Access
- Third Party Liability (TPL)
- Legislative inquiries on behalf of a recipient
- Buy-in issues
- Mental health and Drug and Alcohol services access due to residence
- Emergency medical needs
- Medical Assistance Transportation Program (MATP) procedures and access/availability

## How do I enlist the help of an Ombudsman?

There is an MA Ombudsman in every CAO across Pennsylvania. If a recipient has an issue related to medical coverage or services, they can simply contact their local CAO and ask for assistance. If a caseworker cannot answer their question or resolve their issue, they will involve the MA Ombudsman to help.

CAO	Ombudsmen Name	CAO	Ombudsmen Name
Adams 800-638-6816 / 717-334-6241	Ryan Minnich	Lebanon 800-229-3926 / 717-270-3600	Marisol Rodriguez-Nieves
Allegheny HQ 412-565-2145	Jayme Gray	Lehigh 877-223-5956 / 610-821-6509	Jodi Grim
Allegheny – Alle-Kiski 800-622-3527 / 724-339-6800	Shawnda Buckner	Luzerne – Wilkes-Barre 866-220-9320 / 570-826-2100	Charleen Higgs Kimberly Hillard (Alternate)
Allegheny – Three Rivers 412-565-7755	Joseph Novak (Intake) Tracey Nelson (Ongoing)	Luzerne – Hazelton 570-459-3800	Denise Fenske
Allegheny – Southeast 412-664-6800 / 412-664-6801	Garrett Glaser	Lycoming 877-867-4014 / 570-327-3300	Patricia English
Allegheny – Southern 412-565-2232	Robert Boudreau (Intake) Connie Secich (ongoing)	McKean 800-822-1108 / 814-362-4671	Dusty Carl
Allegheny – IRED 412-565-5074	Scott Stockhausen Valerie Brown	Mercer 800-747-8405 / 724-983-5000	Lori Gill
Allegheny – Liberty 412-565-2652	Beth Brady (Intake) Beth Mikus (Ongoing)	Mifflin 800-382-5253 / 717-248-6746	Joelle Gilbert
Allegheny – Greater Pittsburgh East 412-645-7400 – 412-645-7401	Stevan Fogarty	Monroe 877-905-1495 / 570-424-3030	Dawn Ranzan
Armstrong 800-424-5235 / 724-543-1651	Susie Barneycastle	Montgomery – Norristown 877-398-5571 / 610-270-3500	Marivette Hinds
Beaver 800-653-3129 / 724-773-7300	Kara Barnes	Montgomery – Pottstown 800-641-3940 / 610-327-4280	Marivette Hinds
Bedford 800-542-8584 / 814-623-6127	Norma Smith (Primary) Wendy Clevenger (Alternate)	Montour 866-596-5944 / 570-275-7430	Jamie Myers
Berks 866- 215-3912 / 610-736-4211	Marilyn Ramirez (Primary) Candida Santana-Hiraldo (Alt)	Northampton 800-349-5122 / 610-250-1700	Rae Groller
Blair 866-812-3341 / 814-946-7365	Juanita Martin Dawn Briggs	Northumberland 833-299-4361 / 570-988-5900	Donna Rothermel
Bradford 800-542-3938 / 570-265-9186	Lynda Beers	Perry 800-991-1929 / 717-582-2127	Beth Rumberger
Bucks 800-362-1291 / 215-781-3300	Robert Morningstar Joe Flynn (Alternate)	Philadelphia – CAO HQ 215-560-7226	Tykisha Simmons
Butler 866-256-0093 / 724-284-8844	Nathan Statzer	Philadelphia – Boulevard 215-560-6500	Attia Spann

Cambria 877-315-0389 / 814-533-2491	Rebecca Tinik William Hearn	Philadelphia – Liberty 215-560-4000	Maya Waters-Farmer
Cameron 877-855-1824 / 814-486-3757	Michelle Calenti	Philadelphia – Delancey 215-560-3700	Celestine Bryant
Carbon 800-314-0963 / 610-577-9020	Cindy Hoster	Philadelphia – Elmwood 215-560-3800	Anita Sheffield
Centre 800-355-6024 / 814-863-6571	Jarrod Stahiman Margo Watson	Philadelphia – Somerset 215-560-5500	Maria Soto
Chester 888-814-4698 / 610-466-1000	Laura Towles	Philadelphia – Cheltenham 215-560-5200	Ajah Baker
Clarion 800-253-3488 / 814-226-1700	Amy Ortiz	Philadelphia – South 215-560-4400	Daniel Butler
Clearfield 800-521-9218 / 814-765-7591	Victoria Phillips	Philadelphia – Unity 215-560-6400	Robin Ware-Premaratne
Clinton 800-820-4159 / 570-748-2971	Stacey Shay	Philadelphia – West 215-560-6100	Damion McNeill
Columbia 877-211-1322 / 570-387-4200	Tammy Feudale	Philadelphia – LTIS	Carmen Davis
Crawford 800-527-7861	Kimberly James	Philadelphia – Central MA Unit	Cheryl Barnes
Cumberland 800-269-0173 / 717-240-2700	Kimberly Showaker Mark Dolheimer	Pike 866-267-9181 / 570-296-6114	Sarah Pedersen
Dauphin 800-788-5616 / 717-787-2324	Angela Williams	Potter 800-446-9896 / 814-274-4900	Elizabeth Sigafos
Delaware – HQ 610-447-5500		Schuylkill 877-306-5439 / 570-621-3000	Rebecca Teter
Delaware – Crosby 610-447-5500	Karen Cook	Snyder 866-713-8584 / 570-374-8126	Christine Beaver
Delaware – Darby 610-461-3800	Karen Cook	Somerset 800-248-1607 / 814-443-3681	Suzanne Bell
Elk 800-847-0257 / 814-776-1101	Barbara Hetrick	Sullivan 877-265-1681 / 570-946-7174	Terri Johnson
Erie 800-635-1014 / 814-461-2000	Angela Snyder Travis Gonser	Susquehanna 888-753-6328 / 570-278-3891	Dianna Wayman
Fayette 877-832-7545 / 724-439-7015	Teressa Powell	Tioga 800-525-6842 / 570-724-4051	Maria Eckart
Forest 800-876-0645 / 814-755-3552	Sandra Zacherl	Union 877-628-2003 / 570-524-2201	Kathy Smith
Franklin 877-289-9177 / 717-264-6121	Wayne Campbell	Venango 877-409-2421 / 814-437-4341	Kimberly Hart
Fulton 800-222-8563 / 717-485-3151	Danelle Flood	Warren 800-403-4043 / 814-723-6330	Brenda Ruhlman
Greene 888-410-5658 / 724-627-8171	Mary Yoders Desiree Colgan (Alternate)	Washington – CAO 800-835-9720 / 724-223-4300	Kimberly Kerr Gary Ailes (Alternate)
Huntingdon 800-237-7674 / 814-643-1170	Brad Norris	Washington – Valley 800-392-6932 / 724-379-1500	
Indiana 800-742-0679 / 724-357-2900	Vicki Howells	Wayne 877-879-5267 / 570-253-7100	Shaun Hall
Jefferson 800-242-8214 / 814-938-2990	Tracy Maines Anastasia Weiss (Alternate)	Westmorland – Main Office 800-905-5413 / 724-832-5200	Tracy Ryan Robin Marsh Corrienne Newcomer
Juniata 800-586-4282 / 717-436-2158	Nichole Keiter	Westmorland – Donora/Valley 800-238-9094 / 724-379-1500	
Lackawanna 877-431-1887 / 570-963-4525	Thomas Shea	Wyoming 877-699-3312 / 570-836-5171	Linda Greene
Lancaster 717-299-7411	Timothy Burke Kate Sommers	York 800-991-0929 / 717-771-1100	Brenda Mann Gerald Young
Lawrence 800-847-4522 / 724-656-3000	Timothy Quigley		