

Veterans Health Administration, Delivery Operations, Claims Adjudication and Reimbursement (CAR): Regional Customer Service Contact Information

Joseph Enderle, CAR Director

Joseph.Enderle@va.gov (303) 370-5088

Cindy Heaton, CAR Deputy Director

Cindy.Heaton@va.gov (406) 441-2405

Last Updated: 11/18/2016

Region 1 - Barbara Becker, Regional Officer		Region 2 - Roberto Morales, Regional Officer		Region 3 - Holly Shryock, Regional Officer		Region 4 - Benjamin Altose, Regional Officer		Region 5 - Robert Van Bommel, Regional Officer			
Barbara Becker, Regional Officer Barbara.Becker@va.gov (412) 310-3596 Kimberly.Cantrell@va.gov Administrative Officer		Roberto Morales, Regional Officer Roberto.Morales2@va.gov (727) 575-8120 Theresa.Ringel@va.gov Administrative Officer (561) 422-8382		Holly Shryock, Regional Officer holly.shryock@va.gov (571) 818-8095 jaculyin.kilo@va.gov Administrative Officer (216) 210-0440		Benjamin Altose, Regional Officer Benjamin.Altose@va.gov (216) 701-7944 Jeffrey.Moore@va.gov Administrative Officer (216) 791-3800 X8205861		Robert Van Bommel, Regional Officer Robert.VanBommel@va.gov (509) 321-1915 Tracy.Shermake@va.gov Administrative Officer (208) 416-3607			
VSN 1 - VA New England Healthcare System Patricia Farrell, VSN Manager Patricia.Farrell2@va.gov (857) 364-5812 Erica Kennedy, Supervisory PA (ALT) Erica.Kennedy3@va.gov (857) 364-5897 Location Supervisory Contact Customer Service Line Manchester, NH Arthur Egitto (857) 364-5267 White River Junction, VT Jennifer McDonald (857) 364-3232 Bedford, MA Jennifer McDonald (857) 364-3232 VA Boston HCS, MA Arthur Egitto (857) 364-5267 Manchester, NH Arthur Egitto (857) 364-5267 VA Central Western Mass HCS Jennifer McDonald (857) 364-3232 Providence, RI Arthur Egitto (857) 364-5267 VA Connecticut HCS, CT Jennifer McDonald (857) 364-3232		VSN 3 - VA Capital Health Care Network La Faye Hightower, VSN Manager LaFaye.Hightower@va.gov (410) 642-2411 x5989 Location Supervisory Contact Customer Service Line Baltimore HCS, MD La Faye Hightower, Mark McDon (410) 642-2411 x2945 Martinsburg, WV La Faye Hightower, Mark McDon (204) 263-0131 x3800 Washington, DC Mary Janet Scott (202) 745-8000 x52407		VSN 9 - VA Mid South Healthcare Network Shannon Starkey, VSN Manager Shannon.Starkey@va.gov (540) 982-2463 x4224 Location Supervisory Contact Customer Service Line Beckley, WV Shannon Starkey, Leonard Wood (800) 936-7450 Durham, NC Shannon Starkey, Leonard Wood (800) 936-7450 Fayetteville, NC Shannon Starkey, Leonard Wood (800) 936-7450 Hampton, VA Shannon Starkey, Leonard Wood (800) 936-7450 Asheville, NC Shannon Starkey, Leonard Wood (800) 936-7450 Richmond, VA Shannon Starkey, Leonard Wood (800) 936-7450 Salem, VA Shannon Starkey, Leonard Wood (800) 936-7450 Salisbury, NC Shannon Starkey, Leonard Wood (800) 936-7450		VSN 9 - VA Mid South Healthcare Network Stacey Rogers, VSN Manager Stacey.Rogers@va.gov (615) 225-3819 Location Supervisory Contact Customer Service Line Jackson, MS Jackson, MS (601) 429-6741 x2556 Huntington, WV Donna McClure (Lead) (856) 233-4511 x3990 Lexington, KY Theresa Clem (502) 287-4208 Louisville, KY Sarah Antaya (901) 523-8990 x7101 Memphis, TN Stacey Rogers (423) 926-1174 x3413 Henry Moreland Middle Tennessee HCS, TN Sandy West (615) 255-3866		VSN 17 - VA Heart of Texas Health Care Network Tamara Monroe, VSN Manager Tamara.Monroe2@va.gov (903) 583-1368 Location Supervisory Contact Customer Service Line Dallas, TX Dallas, TX (903) 583-6657 San Antonio, TX Beverly Lawson (903) 486-9519 Temple, TX Amanda Reynolds (903) 583-6420 VA Texas Valley Coastal Bend HCS Michael Faulkner (903) 486-9512		VSN 20 - Northwest Network Kerry Paperman, VSN Manager Kerry.Paperman@va.gov (360) 696-4061 x1373 Location Supervisory Contact Customer Service Line Anchorage, AK Anchorage, AK (855) 331-5560 Boise, ID Boise, ID (855) 331-5560 Portland, OR Portland, OR (855) 331-5560 Roseburg, OR Roseburg, OR (855) 331-5560 VA Puget Sound, WA Arlene Dye (855) 331-5560 Spokane, WA Arlene Dye (855) 331-5560 Walla Walla, WA Arlene Dye (855) 331-5560 White City, OR Arlene Dye (855) 331-5560	
VSN 2 - VA Healthcare Network Update New York Jon Fritz, Program Manager Jon.Fritz@va.gov (518) 626-5465 Location Supervisory Contact Customer Service Line Update NY Buffalo Veronica Clark (518-626-5000 x62371) Carandigua, NY Veronica Clark (518-626-5000 x62371) Bath, NY Veronica Clark (518-626-5000 x62371) Spruce, NY Veronica Clark (518-626-5000 x62371) Albany, NY Veronica Clark (518-626-5000 x62371)		VSN 11 - Veterans in Partnership Doie Hensley, VSN Manager Doie.Hensley1@va.gov (317) 998-1742 Location Supervisory Contact Customer Service Line Ann Arbor, MI Tanya Rison (734) 845-3965 Battle Creek, MI Ernestine O'Conner (888) 214-1247 Danville, IL Lori Carter (217) 554-4050 Detroit, MI Erik Cecchetti (313) 576-3455 Indianapolis, IN Tracy Kinder (317) 988-1740 Northern Indiana HCS, IN Jeffrey Woolsey (Marion) (765)674-3321 x71097 Northern Indiana HCS, IN Doie Hensley (Vacant) (800) 300-8387 x71097 Saginaw, MI Sheri Matthews (989) 487-2500 x13350		VSN 17 - VA Southwest Health Care Network Mary Bloom, VSN Manager Mary.Bloom@va.gov (406) 441-2697 Location Supervisory Contact Customer Service Line Albuquerque, NM Renee Stack (888) 795-0773 Amarillo, TX Kaylee Kallista (888) 795-0773 Big Spring, TX Kaylee Kallista (888) 795-0773 Phoenix, AZ Renee Stack (888) 795-0773 Northern Arizona HCS Renee Stack (888) 795-0773 Tucson, AZ Kaylee Kallista (888) 795-0773 El Paso, TX Kaylee Kallista (888) 795-0773		VSN 21 - Sierra Pacific Network Arnold Del Rosario, VSN Manager Arnold.DelRosario@va.gov (650) 499-5000 x26042 Location Supervisory Contact Customer Service Line Fresno, CA Francis "Warren" Gaetos (559) 225-6100 x5611 Honolulu, HI Joseph Palumbo (808) 433-0026 N. California, CA Francis "Warren" Gaetos (707) 562-8430 Palo Alto, CA Thao Nguyen (650) 617-2788 Reno, NV Robert Underwood (775) 788-5560 San Francisco, CA Arnold del Rosario (650) 614-8458					
VSN 3 - VA WV/NV Veterans Healthcare Network Jon Fritz (Acting) VSN Manager Jon.Fritz@va.gov (518) 626-5465 Location Supervisory Contact Customer Service Line Bronx, NY Mary Irwin (718) 584-9000 x5734 NJ HCS - East Orange Ramon Lopez (973) 676-1000 x1886 VA Hudson Valley HCS Mary Irwin (845) 831-2000 x4047 NY Harbor HCS Mary Irwin (212) 886-7500 x4340 Northport, NY Mary Irwin (631) 261-4400 x2535		Consolidated Purchased Care Unit Unwath & Mill Bill Emergent Care for Atlanta, Charleston, Dublin & GAVHCS Atlanta, GA Muriel Love (404) 321-6111 x2138, x2139 Augusta, GA Myra Harper (706) 733-0188 x3288/3490 Birmingham, AL Cynthia Bland (205) 558-7065 Charleston, SC David Neumayer (843) 789-2840 Columbia, SC Sharon Holloman (803) 776-4000 x6763 Dublin, GA Tracy Gasham (478) 277-2825 Central Alabama Veterans HCS, AL Jacquelyn Lewis (334) 225-2940 Tuscaloosa, AL Christy Scott (205) 554-2926		VSN 22 - VA Great Lakes Health Care Network Neil Narine, VSN Manager Neil.Narine@va.gov (708) 275-0075 Location Supervisory Contact Customer Service Line Jesse Brown VAMC (Chicago), IL Eric Blackley (312) 569-6170 Captain James A Lovell FMCC (224) 610-4700 Hines, IL Jamel Williams (708) 202-7242 Iron Mountain, MI David Cooksey (906) 376-3300 x32657 Madison, WI Jeffrey Taylor (608) 830-6595 Tomah, WI Nathan Gauss (608) 372-1258 Milwaukee, WI Paul Cornelius (414) 382-5040		VSN 22 - VA Great Lakes Health Care Network David Cooksey, VSN Manager David.Cooksey@va.gov (314) 894-6600 Location Supervisory Contact Customer Service Line Kansas City, MO Kathleen Campbell (816) 861-4700 x51129 Columbia, MO Paula Clark (573) 814-6449 Eastern KS HCS, KS Colleen Miller (781) 300-4747 Wichita, KS Eric Williams (316) 239-2729 St. Louis, MO Annette Limpert (314) 894-6603 Poplar Bluff, MO Charlotte Wombles (573) 778-4749 Marion, IL Edward Ellis (618) 997-7178					
VSN 4 - VA Snow & Stripes Healthcare Network Charles Landis, VSN Manager Charles.Landis@va.gov (304) 623-3461 x3671 Location Supervisory Contact Customer Service Line Wilmington, DE Paula Winfree (302) 994-2511 x5217 Altoona, PA Paula Winfree (814) 943-8164 x7777 Butler, PA Stephen "Todd" Hendley (724) 285-2776 Clarksburg, WV Anthony Smith (304) 623-3461 x3333 Cortesville, PA Anthony Smith (610) 384-7711 x5009 Erie, PA Stephen "Todd" Hendley (814) 860-8000 Lebanon, PA Jamie Michael (717) 228-6108 Opt 6 Philadelphia, PA Marion Toole (215) 823-6164 Pittsburgh, PA Stephen "Todd" Hendley (412) 822-2500 Wilkes-Barre, PA Jamie Michael (570) 824-3521 x4832		VSN 23 - VA Southeast Healthcare Network Seth Teague, VSN Manager Seth.Teague2@va.gov (727) 575-8046 Location Supervisory Contact Customer Service Line Bay Pines, FL Christina Lux (727) 398-3252 Miami, FL Elsa Debesus (305) 575-7130 West Palm Beach, FL Andrea Wilson (561) 422-6838 option 4 Gainesville, FL James Groves (352) 244-5460/888-493-3260 San Juan, PR Geris Camacho (787) 641-7582 x11370 Tampa, FL George Rinearson (813) 903-4275 Orlando, FL Marisol Gonzalez (407) 646-4400		VSN 23 - VA Southeast Healthcare Network David Cooksey, VSN Manager David.Cooksey@va.gov (314) 894-6600 Location Supervisory Contact Customer Service Line Kansas City, MO Kathleen Campbell (816) 861-4700 x51129 Columbia, MO Paula Clark (573) 814-6449 Eastern KS HCS, KS Colleen Miller (781) 300-4747 Wichita, KS Eric Williams (316) 239-2729 St. Louis, MO Annette Limpert (314) 894-6603 Poplar Bluff, MO Charlotte Wombles (573) 778-4749 Marion, IL Edward Ellis (618) 997-7178		VSN 23 - VA Southeast Health Care Network LaToya Readus, VSN Manager LaToya.Readus@va.gov (601) 933-7726 Location Supervisory Contact Customer Service Line Alexandria, LA LaToya Readus (877) 881-7618 Biloxi, MS LaToya Readus (877) 881-7618 Fayetteville, AR LaToya Readus (877) 881-7618 Houston, TX LaToya Readus (877) 881-7618 Jackson, MS LaToya Readus (877) 881-7618 Little Rock, AR LaToya Readus (877) 881-7618 Muskogee, OK LaToya Readus (877) 881-7618 New Orleans, LA LaToya Readus (877) 881-7618 Oklahoma City, OK LaToya Readus (877) 881-7618 Shreveport, LA LaToya Readus (877) 881-7618					
VSN 16 - VA Healthcare System of Ohio Scott Walker, VSN Manager Scott.Walker4@va.gov (216) 791-2300 x4466 Location Supervisory Contact Customer Service Line Chillicothe, OH Melissa Watkins (614) 257-5645 Cincinnati, OH Melissa Watkins (614) 257-5645 Cleveland, OH Carmella Simmons (216) 791-2300 x2003 Dayton, OH Melissa Watkins (614) 257-5645		VSN 24 - VA Healthcare System of Ohio Scott Walker, VSN Manager Scott.Walker4@va.gov (216) 791-2300 x4466 Location Supervisory Contact Customer Service Line Chillicothe, OH Melissa Watkins (614) 257-5645 Cincinnati, OH Melissa Watkins (614) 257-5645 Cleveland, OH Carmella Simmons (216) 791-2300 x2003 Dayton, OH Melissa Watkins (614) 257-5645		VSN 24 - VA Healthcare System of Ohio Scott Walker, VSN Manager Scott.Walker4@va.gov (216) 791-2300 x4466 Location Supervisory Contact Customer Service Line Chillicothe, OH Melissa Watkins (614) 257-5645 Cincinnati, OH Melissa Watkins (614) 257-5645 Cleveland, OH Carmella Simmons (216) 791-2300 x2003 Dayton, OH Melissa Watkins (614) 257-5645		VSN 24 - VA Healthcare System of Ohio Scott Walker, VSN Manager Scott.Walker4@va.gov (216) 791-2300 x4466 Location Supervisory Contact Customer Service Line Chillicothe, OH Melissa Watkins (614) 257-5645 Cincinnati, OH Melissa Watkins (614) 257-5645 Cleveland, OH Carmella Simmons (216) 791-2300 x2003 Dayton, OH Melissa Watkins (614) 257-5645					