

Important Community Care Transitions Program (CCTP) Contacts Listing

Name	Title	Description	Email	Phone
Tanya Nagahiro	Program Manager	Oversees all Community Care Transitions programs including staff and operations. Assists in navigating provider complaints against support staff	tnagahiro@slco.org	(385) 468-3282
Charise Jensen	Assistant Program Manager & Caregiver Support Program (CSP) Supervisor	The direct supervisor for the Caregiver Support Program. Oversees provider complaint reports and resulting plans of correction, and assists in navigating provider complaints against CCTP case managers	cjensen@slco.org	(385) 468-3268
Tanya Whitaker	Medical Billing Adjudicator	Oversees all CCTP billing and is available for general billing Q&A as well as one-on-one billing training	twhitaker@slco.org	(385) 468-3293
Elise Napper	Quality Assurance Manager	Oversees and conducts annual quality assurance reviews on CCTP providers. Also tracks plans of correction that stem from findings found during Quality Assurance reviews and works with the State to report Medicaid billing discrepancies	enapper@slco.org	(385) 468-3087
Emily Pavelka	Office Coordinator	Oversees the Alternatives Program and CSP contracts and Aging Waiver agreements. Is available to give technical assistance as well as to navigate the contract/agreement process	epavelka@slco.org	(385) 468-3294
Paul Leggett	Division Director	Oversees all of Aging and Adult Services. Assists in navigating provider complaints against CCTP management	pleggett@slco.org	(385) 468-3270

	CCTP Main Line <i>(for providers)</i> : 385-468-3212	CSP Main Line: 385-468-3280	CCTP Fax: 385-468-3264	
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CCTP- Community Care Transitions Program

AW- Medicaid Aging Waiver Program

CSP- Caregiver Support Program

TAP- The Alternatives Program

NCW- New Choices Waiver

