

As of June 30, 2015, the HST Office will be losing several long-time staff members. Perry Fong, Ed Bailey, Tanja Ryden and Gail Hill have all decided to take advantage of the recently offered Early Retirement Incentive Program. While we are losing a great deal of knowledge and experience as well as some very good friends, we are thankful for their tremendous contributions to the HST office. It is due to their hard work and dedication that the HST office has been able to serve so many consumer and agencies over the years. Please join us in wishing Perry, Ed, Tanja and Gail well in their future endeavors.

Effective July 1st, the following staff changes will enable us the HST office to respond to your needs in the timely manner that you are accustomed to.

All Transportation Requests and related information should continue to be submitted to: EHSTransportationRequest@ehs.state.ma.us Please be sure to mark clearly any emergency requests in the subject line of the email. Any transportation requests received after 12:00 PM on Fridays will be processed on the following Monday.

All Complaints/Incidents and related information should continue to be submitted to: HSTComplaintIncident@ehs.state.ma.us

It is important to send your requests/inquiries to these two mailboxes as they are monitored throughout the day by several HST staff. If you send to a specific staff member and they happen to be out of the office for the day, your request/inquiry will not be addressed until they return.

The office will be staffed from 8:00 AM to 5:00 PM each weekday as follows.

Bill McGuinness, Senior Brokerage Compliance Officer
Broker/Vendor Compliance

Complaints/Incidents,

Taysha Rivera, Transportation Program Coordinator

DDS/DayHab/MRC TRs,
MRC/MCB Billing,
DDS/DayHab Single Trips,
Meditech Enrollments, DDS
Pending List (Day Hab TRs
are for changes to existing
consumer transportation –
New requests will submitted
via PT-1s generated at the
day program)

Ashley Herra, Transportation Program Coordinator

Crosswalks (DDS/DayHab
Billing), DMH TRs,
DDS/DayHab, DMH and
DPH EI Billing,
Complaints/Incidents

Vera Kirrane, Transportation Program Specialist

MassHealth billing problems and issues, MassHealth Ineligibles, DayHab Denials, Incidents/Complaints, Early Intervention MassHealth Denials

Betty Bennette, Deputy Brokerage Operation Manager will now focus mainly on MassHealth operations, but will still be involved with the day to day operations of the office.

Sandy Mulcahy, Brokerage Operations Manager will continue to provide guidance to all HST staff while providing administrative oversight of the Broker contracts to ensure that your consumers receive the level of service that meets their needs. Below you will find the full HST staff list and contact information. As always, please do not hesitate to contact Sandy or Betty should you require immediate assistance.

- William McGuinness, **Senior Brokerage Compliance Officer**, 617-847-6558, william.mcguinness@state.ma.us
- Taysha Rivera, Transportation Program Coordinator, 617-847-6562, Taysha.rivera@state.ma.us
- Ashley Herra, Transportation Program Coordinator, 617-483-4027, Ashley.herra@state.ma.us
- Vera Kirrane, Transportation Program Specialist, 617-847-6556, vera.kirrane@state.ma.us
- Betty Bennette, Deputy Brokerage Operations Manager, 617-847-6561, betty.bennette@state.ma.us
- Sandy Mulcahy, Brokerage Operations Manager, 617-847-6559, sandy.mulcahy@state.ma.us

I thank you in advance for your continued consideration and patience as we adjust to our new roles and responsibilities here in the HST Office.

Sharna Small-Borsellino

Director, Human Service Transportation Office
EOHHS
100 Hancock St, 6th Floor
Quincy, MA 02171
Phone 617-847-6560
Cell 617-223-1702
Fax 617-847-6550

