

**OFFICE OF THE INSURANCE COMMISSIONER
Statewide Health Insurance Benefits Advisors (SHIBA)**

Staff Contact List

For Sponsors, Volunteer advisors & Partners

PO Box 40255
Olympia, WA 98504-0255
Fax (unless otherwise noted) - 360-586-4103
E-mail shiba@oic.wa.gov for changes to this contact list.

Title/Email	Phone	Responsibilities/SME Duties
SHIBA RECEPTION shiba@oic.wa.gov	360-725-7073	<ul style="list-style-type: none"> • Not a public number • Consumers call: 1-800-562-6900 • Currently a message-only phone number
Tracey Josephsen Administrative Assistant traceyj@oic.wa.gov	Office 360-725-7097	<ul style="list-style-type: none"> • Administrative support to program manager • Volunteer advisor application intake/processing/background checks • Training binder requests • Medicare Unique ID issuance • Certification exam requests • Event Calendar entry • Travel related inquiries • Records management • Public disclosure • Publication ordering assistance • DES print center requests • Volunteer advisor badges
Tim Smolen Program Manager tims@oic.wa.gov	Office 360-725-7091	<ul style="list-style-type: none"> • Program development/oversight • Legislative coordination • Budget
Judith Bendersky Field Operations Supervisor judithb@oic.wa.gov	Office 360-725-7107 Cell 360-250-6932	<ul style="list-style-type: none"> • Training team supervisor • Outreach/speaker requests
Phillip Hartshorn Resolution Coordinator philliph@oic.wa.gov	Office 360-725-7198	<ul style="list-style-type: none"> • SHIBA Assist, Medicare-related complaints
Diana Schlesselman Training and Curriculum Coordinator dianas@oic.wa.gov	Office 360-725-7157	<ul style="list-style-type: none"> • Training curriculum development • VRPM
Dale Ensign Regional Training Consultant (Mason, Thurston, Pierce counties; LCF, KWA, CISC sponsors) dalee@oic.wa.gov	Office 360-725-7108 Cell 360-250-4900	<ul style="list-style-type: none"> • Volunteer advisor training • Partnership development • Group education and outreach • Medicaid • Latino liaison

Donna Wells Communications Coordinator donnaw@oic.wa.gov	Office 360-725-7238	<ul style="list-style-type: none"> • Publications development • Communications campaign lead • News Flash editor • SHIBA web page • News media • My SHIBA • Medicare web page content management
Jean-Marie Dymond Regional Training Consultant (Whatcom, Snohomish, West Skagit) jean-maried@oic.wa.gov	Office 360-725-7254	<ul style="list-style-type: none"> • Volunteer advisor training • Partnership development • Group education and outreach
Sarah Clark Regional Training Consultant (Seattle) (Island, King, San Juan, East Skagit) sarahc@oic.wa.gov	Cell 360-250-7006	<ul style="list-style-type: none"> • Volunteer advisor training • Partnership development • Group education and outreach • Tribes
Kim McKenna Regional Training Consultant (Spokane) (EWA counties) kimm@oic.wa.gov	Office 509-568-3043 Cell 360-250-6995	<ul style="list-style-type: none"> • Volunteer advisor training • Partnership development • Group education and outreach
Liz Mercer Programs Supervisor lizm@oic.wa.gov	Office 360-725-7225 Cell 360-742-4949	<ul style="list-style-type: none"> • Complaint process • Liaison for: IT and Hotline • Curriculum development • VRPM
Ron House Grants and Budget Coordinator ronh@oic.wa.gov	Office 360-725-7099	<ul style="list-style-type: none"> • Contract & budget management • Grant writing • Performance measurement • Sponsor contract management tools/oversight • Quarterly reports
Daniel Bumbarger Management Analyst danielb@oic.wa.gov	Office 360-725-7081 Fax 360-586-2018	<ul style="list-style-type: none"> • Info for OIC's Hotline customer service reps
Terri Osborne Regional Training Consultant (Clallam, Clark Cowlitz, Grays Harbor, Jefferson, Kitsap, Lewis, Pacific, Skamania, Wahkiakum) terrio@oic.wa.gov	Office 360-725-7084 Cell 360-349-2850	<ul style="list-style-type: none"> • Volunteer advisor training • Partnership development • Group education and outreach
Teresa Zachary Insurance Technician 3 teresaz@oic.wa.gov	Office 360-725-7184	<ul style="list-style-type: none"> • Manage shiba@oic.wa.gov mailbox • Provide Medicare counseling and assist with elevated and overflow calls from clients • Assist with complaints