

SHIBA staff contact list

For volunteer coordinators & partners

PO Box 40255

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Fax (unless otherwise noted) - 360-586-4103

E-mail admin4shiba@oic.wa.gov for changes to this contact list.

Title/Email	Phone	Reason to Contact
Eve Gaskill Organizational Coordinator eve.gaskill@oic.wa.gov	Office 360-725-7097	Volunteer application intake/processing, Medicare unique IDs, general questions, and functional operations
Laura Ryan Open Enrollment Support Specialist laura.ryan@oic.wa.gov	Office 360-725-9659	Questions, inquiries, and complaints on Medicare and related insurance topics
Elisa Teodori Open Enrollment Support Specialist elisa.teodori@oic.wa.gov	Office 360-725-9656	Questions, inquiries, and complaints on Medicare and related insurance topics
Tess Alemu Open Enrollment Support Specialist tess.alemu@oic.wa.gov	Office 360-725-9657	Questions, inquiries, and complaints on Medicare and related insurance topics
Brian Falconer Open Enrollment Support Specialist brian.falconer@oic.wa.gov	Office 360-725-9658	Questions, inquiries, and complaints on Medicare and related insurance topics
Jasmine Ward Medicare Specialist jasmine.ward@oic.wa.gov	Office 360-725-7184	Questions, inquiries, and complaints on Medicare and related insurance topics
Elena Garrison Medicare Training Coordinator elena.garrison@oic.wa.gov	Office 360-725-7107	Medicare related training materials and programs
Amy Figoni Operations Supervisor amy.figoni@oic.wa.gov	Office 360-725-7084 Cell 360-250-6995	Assessment of volunteer proficiency, performance tracking, and technical program operations
Phillip Hartshorn Resolution Coordinator phillip.hartshorn@oic.wa.gov	Office 360-725-7198	Complaints, complex cases
Ron House Grants and Budget Coordinator ron.house@oic.wa.gov	Office 360-725-7099	ACL grant, contracts

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Title/Email	Phone	Reason to Contact
TBD Regional Training Consultant tbd	Office Cell	Technical training on health insurance and benefits, contracts, performance tracking
Noreen Brisson Regional Training Consultant noreen.brisson@oic.wa.gov	Office 509-818-1017 Cell 360-349-2850	Technical training on health insurance and benefits, contracts, performance tracking
Sarah Volpone Regional Training Consultant sarah.volpone@oic.wa.gov	Office 206-389-2916 Cell 360-250-6932	Technical training on health insurance and benefits, contracts, performance tracking
Nick Davis Regional Training Consultant nick.davis@oic.wa.gov	Office 360-725-7097 Cell 360-742-4949	Technical training on health insurance and benefits, contracts, performance tracking
TBD Regional Training Consultant tbd	Office Cell	Technical training on health insurance and benefits, contracts, performance tracking
TBD Field Supervisor tbd	Office Cell	Technical team lead and support of Medicare training, contracts, and performance
Kim McKenna SMP Coordinator kim.mckenna@oic.wa.gov	Office 360-725-9648	Technical training, process improvement, and evaluation of volunteers specific to the SMP program
Tim Smolen Program Manager tim.smolen@oic.wa.gov	Office 360-725-7091	Program development, legislative coordination, budget

Public Affairs Liaison

Donna Wells Communications Coordinator donna.wells@oic.wa.gov	Office 360-725-7238	Publications, public slide shows, website, marketing support
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