**New TFACTS Customer Care Contacts**

Private provider employees will now have new contacts for TFACTS technical assistance and support. Regional Field Customer Care Representatives (FCCRs) will now provide technical assistance for provider agencies in dealing with the majority of TFACTS-related issues. These positions were formerly known as Field System Administrators, or FSAs.

The FCCRs will assist with TFACTS trouble-shooting and Help Desk ticket requests through the Department’s Customer Care Center. Private provider staff members also have the ability to contact the Customer Care Center directly for TFACTS-related needs. The Central Office Child Placement & Private Provider Unit (CPPP) will also continue to be available to providers for TFACTS assistance and support regarding requesting and obtaining TFACTS access and assisting with password-related issues. Please refer to the information below to help determine who you should contact based on your TFACTS assistance needs.

**Please contact your Regional FCCR for assistance with the following:**

* **Resource Homes –** TFACTS-related assistance only, policy questions should be directed to the Resource Home Eligibility Team (RHET);
* **Family Case Assignments –** Only forgeneral assignment questions or if there is some difficulty getting assignments from the region;
* **Serious Incident Reporting**; and,
* **Entering Case Recordings and Monthly Summaries.**

**Please contact CPPP/RHET for assistance with the following:**

* **TFACTS Access & Password Related Issues –** All TFACTS access requests need to be sent to CPPP. If you have access related questions, please contact CPPP for assistance.
* **Resource Homes –** Please contact your RHET Coordinator for all policy and RHET protocol questions.
* **Resource Home Inquiries –** Please contact your RHET Coordinator if you receive any error messages when changing your inquiry status to “Pending Approval”.
* **Resource Home Transfers –** Please contact your RHET Coordinator for all Resource Home transfer requests.

* **Shared Home Agreements –** All Shared Home Agreements should be sent to your RHET Coordinator for processing.

**Note: Please remember that your CPPP contact is always available if you are having difficulty getting your TFACTS questions or issues resolved.**

**Please contact your Regional Fiscal Director for assistance with:**

* Fiscal Issues/Payment Issues

**Procedures for Resolving Private Provider Billing Issues:**

* The current protocol for providers who have *old, unresolved payment issues* is to report those issues on a spreadsheet form to Central Office Payables Supervisor, Mohsen Fahim and Executive Director of Finance and Program Support, Rebecca Reagan. The spreadsheet forms have already been distributed to providers and are currently being used. If you need the form, contact Mohsen Fahim.
* Only report items on the spreadsheet for dates of service included in the dates in which Central office payables have completed a “final refresh”. When in doubt as to which dates have been included in the final refresh, check with Central Office Payables.

A final refresh means that billing records are no longer created by the automated system on a monthly basis and any missing records will have to be created by direct entry. Once Central Office has reviewed the spreadsheets, they will send them to the Regional Fiscal Directors for resolution.

* Current billing items should **not** be put on the spreadsheets but should be handled directly with the Regional Fiscal Director. Generally, current items are defined as dates of service within the most recent three (3) months.

**If you need additional TFACTS assistance, you can always contact our TFACTS Customer Care Center at:**

Local Phone: (615) 741-TFAC (8322)

Toll Free Phone: (855) 236-2008

E-Mail: [TFACTSCustomerCareCenter.EI-DCS@tn.gov](mailto:TFACTSCustomerCareCenter.EI-DCS@tn.gov)

Hours of Operation: 7 a.m. to 5 p.m. CST – Monday through Friday (Excluding State Holidays)

**FCCR Contact List by Region:**

**Davidson County Region**

**Annick Iaquinta**

[**EI\_DCS\_FCC\_Davidson@tn.gov**](mailto:EI_DCS_FCC_Davidson@tn.gov)

615-532-4134

931-494-0503 (BB)

**East Tennessee Region**

**Cheryl Griffith**

[**EI\_DCS\_FCC\_East@tn.gov**](mailto:EI_DCS_FCC_East@tn.gov)

423-566-9714 ( x131)

423-912-1324 (BB)

**Knox County Region**

**Amy Campbell**

[**EI\_DCS\_FCC\_Knox@tn.gov**](mailto:EI_DCS_FCC_Knox@tn.gov)

865 329-8879

615-934-6864 (BB)

**Mid-Cumberland Region**

**Carol Bryson**

[**EI\_DCS\_FCC\_Mid-Cumberland@tn.gov**](mailto:EI_DCS_FCC_Mid-Cumberland@tn.gov)

615-494-4543

615-916-1301 (BB)

**Northeast Region**

**Tammy Black (Supervisor)**

[**EI\_DCS\_FCC\_Northeast@tn.gov**](mailto:EI_DCS_FCC_Northeast@tn.gov)

423-857-1238

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**Northwest Region**

**Matha Potts**

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731-884-1465

615-854-1565 (BB)

**Shelby County Region**

**Daphne Jason**

[**EI\_DCS\_FCC\_Shelby@tn.gov**](mailto:EI_DCS_FCC_Shelby@tn.gov)

901-348-3910

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**Smoky Mountain Region**

**Tammy Black (temporary coverage)**

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423-857-1238

423-741-5501 (BB)

**South Central Region**

**Linda Bocci**

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615-854-1441 (BB)

**Southwest Region**

**Sue Parker**

[**EI\_DCS\_FCC\_Southwest@tn.gov**](mailto:EI_DCS_FCC_Southwest@tn.gov)

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615-854-1442 (BB)

**Tennessee Valley Region**

**Sherry Mastin**

[**EI\_DCS\_FCC\_Tennessee\_Valley@tn.gov**](mailto:EI_DCS_FCC_Tennessee_Valley@tn.gov)

423-296-2269

615-854-1618 (BB)

**Upper Cumberland Region**

**Brenda Goff (Supervisor)**

[**EI\_DCS\_FCC\_Upper\_Cumberland@tn.gov**](mailto:EI_DCS_FCC_Upper_Cumberland@tn.gov)

931-646-3053

931-319-7477 (BB)

**CPPP Coordinators:**

**Verica Alimpic**

615-253-2360

[Verica.Alimpic@tn.gov](mailto:Verica.Alimpic@tn.gov)

**Catherine Felton**

615-253-1791

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**Angela Kranhold**

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[Angela.Kranhold@tn.gov](mailto:Angela.Kranhold@tn.gov)

**Daphne Richardson**

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**Deborah Whittington**

615-741-8250

[Deborah.D.Whittington@tn.gov](mailto:Deborah.D.Whittington@tn.gov)

**RHET Contacts:**

**Anna Wiginton (Program Manager)**

615-532-1101

Anna.Wiginton@tn.gov

**Scott Lee**

615-253-6905

Scott.Lee@tn.gov

**Shirley Reed**

615-532-5599

Shirley.Reed@tn.gov

**Pam Young**

615-253-2198

Pamelia.Young@tn.gov

**TFACTS Access Requests:**

**Please send all TFACTS Access Request Forms to Dawn Bertotti at:**

E-Mail: [Dawn.Bertotti@tn.gov](mailto:Dawn.Bertotti@tn.gov) or

Fax to Dawn at: 615-532-5723

**CPPP Management:**

**Jeffrey Williamson**

615-253-1718

[Jeffrey.Williamson@tn.gov](mailto:Jeffrey.Williamson@tn.gov)

**Susan Mitchell**

615-741-0461

Susan.Mitchell@tn.gov

**Fiscal Director Contact List by Region:**

**Davidson County Region**

**John Payne**

615-532-4032 (Office)

615-838-9444 (Cell)

[John.P.Payne@tn.gov](mailto:John.P.Payne@tn.gov)

**East Tennessee Region**

**Steve Bass**

865-425-4457

865-455-0988

[Steven.Bass@tn.gov](mailto:Steven.Bass@tn.gov)

**Knox County Region**

**Martin Krall**

865-329-8879 ext. 141

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**Mid-Cumberland Region**

**David Krebs**

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**Northeast Region**

**Hobert McCreary**

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423-202-2046

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**Northwest Region**

**Melanie Johnson**

731-884-1465

731-819-0213

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**Shelby County Region**

**William Spicer**

901-578-4254

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**Smoky Mountain Region**

**Hobert McCreary**

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**South Central Region**

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**Southwest Region**

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**Tennessee Valley Region**

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**Upper Cumberland Region**

**Linda Cooke**

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931-644-2934

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