

# MERMA ORGANIZATIONAL CHART

intercare

Karen is responsible for managing the MERMA Program; contract compliance, overall results and meeting MERMA's Program Deliverables.  
Connie provides client service and an advocacy role.

**KAREN CALLAHAN**  
ASSOC. VICE PRESIDENT  
Claims Operations

**CONNIE HAMPSON**  
ACCOUNT MANAGER  
CLIENT SERVICES

The Claims Supervisor position will manage the day-to-day performance of the claims team from a regulatory/statutory compliance, best practices and specific MERMA Guidelines.

**SALINAS OFFICE**  
**MARLENE RICHARDSON**  
Claims Supervisor

The Claims Adjusters are dedicated to MERMA with a max caseload of 150.

**Aidi Millar**  
Claims Adjuster III

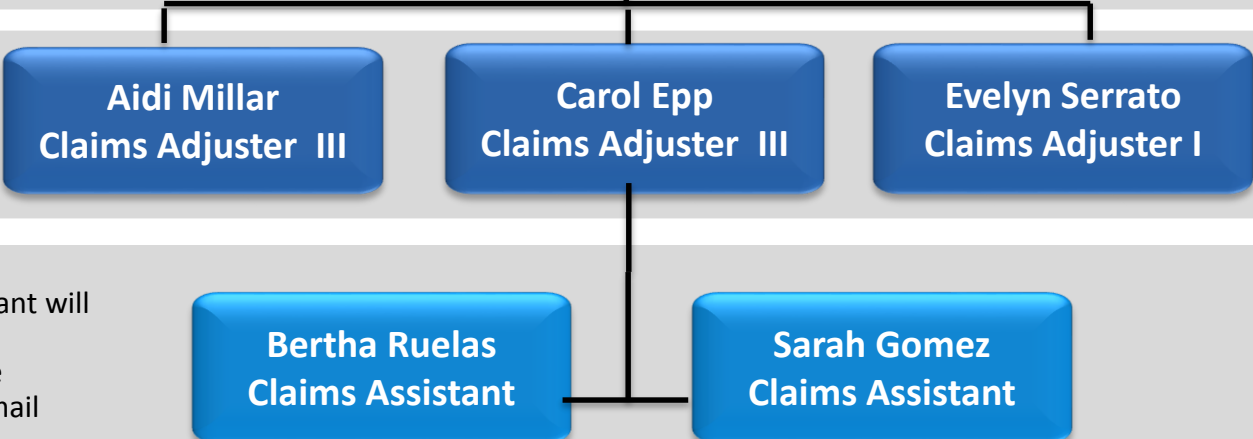
**Carol Epp**  
Claims Adjuster III

**Evelyn Serrato**  
Claims Adjuster I

The designated Claims Assistant will provide assistance and administrative support to the adjusters as well as general mail and clerical duties.

**Bertha Ruelas**  
Claims Assistant

**Sarah Gomez**  
Claims Assistant



# INTERCARE CONTACT INFORMATION

<u>Name</u>	<u>Title</u>	<u>Phone</u>	<u>Fax</u>	<u>E-mail</u>
Karen Callahan	Associate VP Claims Operations	(916) 677-2517	(916) 781-5793	<a href="mailto:kcallahan@intercareins.com">kcallahan@intercareins.com</a>
Marlene Richardson	Claims Supervisor	(831) 676-2160	(916) 781-6325	<a href="mailto:mrichardson@intercareins.com">mrichardson@intercareins.com</a>
Aidi Millar	Claims Adjuster III	(831) 676-2157	(916) 781-5781	<a href="mailto:amillar@intercareins.com">amillar@intercareins.com</a>
Carol Epp	Claims Adjuster III	(831) 676-2158	(916) 781-6323	<a href="mailto:cepp@intercareins.com">cepp@intercareins.com</a>
Evelyn Serrato	Claims Adjuster I MO/FM	(831) 676-2153	(916) 781-6305	<a href="mailto:eserrato@intercareins.com">eserrato@intercareins.com</a>
Bertha Ruelas	Claims Assistant	(831) 676-2162	(916) 781-5783	<a href="mailto:bruelas@intercareins.com">bruelas@intercareins.com</a>
Sarah Gomez	Claims Assistant	(831) 676-2152	(916) 781-5782	<a href="mailto:sgomez@intercareins.com">sgomez@intercareins.com</a>


 The logo for Intercare, featuring the word "intercare" in a blue, lowercase, sans-serif font. The "i" is stylized with a blue arc above it.

# INTERCARE ADJUSTER DISTRIBUTION

<u>District</u>	<u>Adjuster</u>	<u>Assistant</u>
Big Sur USD	Carol Epp	Bertha Ruelas
Bradley USD	Aidi Millar	Bertha Ruelas
Carmel USD	Aidi Millar	Bertha Ruelas
Chualar USD	Aidi Millar	Bertha Ruelas
Gonzalez USD	Aidi Millar	Sarah Gomez
Graves USD	Aidi Millar	Sarah Gomez
Greenfield USD	Aidi Millar	Bertha Ruelas
King City USD	Aidi Millar	Bertha Ruelas
Lagunita USD	Aidi Millar	Sarah Gomez
MCOE	Carol Epp	Bertha Ruelas
Mission USD	Aidi Millar	Sarah Gomez
North Monterey County USD	Aidi Millar	Sarah Gomez
Pacific Grove USD	Aidi Millar	Bertha Ruelas
Salinas City SD	Carol Epp	Bertha Ruelas
Salinas Union HSD	Carol Epp	Bertha Ruelas
San Antonio USD	Aidi Millar	Bertha Ruelas
San Ardo USD	Aidi Millar	Bertha Ruelas
San Lucas USD	Aidi Millar	Bertha Ruelas
Santa Rita USD	Aidi Millar	Bertha Ruelas
Soledad USD	Aidi Millar	Bertha Ruelas
South Monterey County JUHSD	Carol Epp	Bertha Ruelas
Spreckels USD	Carol Epp	Bertha Ruelas
Washington USD	Aidi Millar	Sarah Gomez