

MERMA ORGANIZATIONAL CHART

Karen is responsible for managing the MERMA Program; contract compliance, overall results and meeting MERMA's Program Deliverables.

Danielle provides client service and an advocacy role.

KAREN CALLAHAN
AVP, Claims Operations

DANIELLE BURI
AVP, 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

Carol Epp
Claims Adjuster

Angela Lorono
FM/MO
Claims Adjuster

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

Evelyn Serrato
Claims Assistant-T

Bertha Ruelas
Claims Assistant

Agnes Hoerberling & Bruce Miller, Executive Sponsors for the MERMA Program

IT Department
Data Conversion, Project Management, Report Development/Analysis, Network and Help Desk

Shared Services
Clients Services (Reports) SIU, Intake, Provider Maintenance, Policy and Coverage

Finance
Trust Accounting, Payment Processing, Financial Related Transactions

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	kcallahan@intercareins.com
Marlene Richardson	Claims Supervisor	(831) 676-2160	(831) 783-3333	mrichardson@intercareins.com
Aidi Millar	Claims Adjuster	(831) 676-2157	(831) 783-3333	amillar@intercareins.com
Carol Epp	Claims Adjuster	(831) 676-2158	(831) 783-3333	cepp@intercareins.com
Angela Lorono	MO/FM Claims Adjuster	(831) 676-2153	(831) 783-3333	alorono@intercareins.com
Evelyn Serrato T	Claims Assistant	(831) 676-2152	(831) 783-3333	eserrato@intercareins.com
Bertha Ruelas	Claims Assistant	(831) 676-2162	(831) 783-3333	bruelas@intercareins.com

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	Evelyn Serrato
Gonzalez USD	Aidi Millar	Evelyn Serrato
Graves USD	Sally Gauna	Evelyn Serrato
Greenfield USD	Aidi Millar	Bertha Ruelas
King City USD	Aidi Millar	Bertha Ruelas
Lagunita USD	Sally Gauna	Evelyn Serrato
MCOE	Carol Epp	Bertha Ruelas
Mission USD	Aidi Millar	Evelyn Serrato
North Monterey County USD	Aidi Millar	Evelyn Serrato
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	Evelyn Serrato
Soledad USD	Aidi Millar	Bertha Ruelas
South Monterey County JUHSD	Carol Epp	Bertha Ruelas
Spreckels USD	Carol Epp	Bertha Ruelas
Washington USD	Aidi Millar	Evelyn Serrato