

# MERMA ORGANIZATIONAL CHART



Jeff 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.

**JEFF TRUSSLER**  
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

**Aidi Millar**  
Claims Adjuster III

**Sally Gauna**  
Claims Adjuster III

**Kathleen Grove**  
Claims Adjuster III

**Somega Scott**  
Claims Adjuster I

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

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

**Lorie Gollmer**  
Claims Assistant

# INTERCARE CONTACT INFORMATION

<u>Name</u>	<u>Title</u>	<u>Phone</u>	<u>E-mail</u>
Jeff Trussler	Associate VP Claims Operations	(559) 437-2928	<a href="mailto:jtrussler@intercareins.com">jtrussler@intercareins.com</a>
Marlene Richardson	Claims Supervisor	(831) 676-2160	<a href="mailto:mrichardson@intercareins.com">mrichardson@intercareins.com</a>
Aidi Millar	Claims Adjuster III	(831) 676-2157	<a href="mailto:amillar@intercareins.com">amillar@intercareins.com</a>
Sally Gauna	Claims Adjuster III	(831) 676-2159	<a href="mailto:sguana@intercareins.com">sguana@intercareins.com</a>
Kathleen Grove	Claims Adjuster III	(831) 647-3612	<a href="mailto:kgrove@intercareins.com">kgrove@intercareins.com</a>
Somega Scott	Claims Adjuster I MO/FM	(831) 676-2153	<a href="mailto:soscott@intercareins.com">soscott@intercareins.com</a>
Bertha Ruelas	Claims Assistant	(831) 676-2162	<a href="mailto:bruelas@intercareins.com">bruelas@intercareins.com</a>
Lorie Gollmer	Claims Assistant	(559) 437-2947	<a href="mailto:lgollmer@intercareins.com">lgollmer@intercareins.com</a>
Connie Hampson	Account Manager	(916) 677-2531 Cell (916) 622-4649	<a href="mailto:champson@intercareins.com">champson@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	Aidi Millar	Bertha Ruelas
Bradley USD	Aidi Millar	Bertha Ruelas
Carmel USD	Aidi Millar	Bertha Ruelas
Chualar USD	Aidi Millar	Bertha Ruelas
Gonzalez USD	Kathleen Grove	Lorie Gollmer
Graves USD	Aidi Millar	Lore Gollmer
Greenfield USD	Aidi Millar	Lorie Gollmer
King City USD	Aidi Millar	Lorie Gollmer
Lagunita USD	Aidi Millar	Bertha Ruelas
MCOE	Kathleen Grove	Bertha Ruelas
Mission USD	Aidi Millar	Lorie Gollmer
North Monterey County USD	Aidi Millar	Lorie Gollmer
Pacific Grove USD	Aidi Millar	Bertha Ruelas
Salinas City SD	Kathleen Grove	Bertha Ruelas
Salinas Union HSD	Aidi Millar	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	Sally Gauna	Lorie Gollmer
Soledad USD	Sally Gauna	Lorie Gollmer
South Monterey County JUHSD	Kathleen Grove	Bertha Ruelas
Spreckels USD	Kathleen Grove	Bertha Ruelas
Washington USD	Kathleen Grove	Lorie Gollmer