Office of Developmental Programs

Quality Assessment & Improvement (QA&I) Contacts

**Please use the chart below to determine who to contact related to questions specific to the QA&I Process.**

**When emailing a contact below, please include the legal entity name and Master Provider Index (MPI) number (if applicable) of your organization.**

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| --- | --- |
| **I have a QA&I question related to …** | **Contact** |
| **Adult Autism Waiver (AAW) and/or**  **Intellectual Disability/Autism (ID/A)** | **QA&I Mailbox Resource account:** [**RA-PWQAIProcess@pa.gov**](mailto:RA-PWQAIProcess@pa.gov) |
| **Agency with Choice (AWC) Financial Management Services** | **Central Region – Briana Smith** [**sbriana@pa.gov**](mailto:sbriana@pa.gov)  **Northeast Region – Shawn Lynn:** [**shlynn@pa.gov**](mailto:shlynn@pa.gov)  **Southeast Region – Nathifa Castro** [**ncastro@pa.gov**](mailto:ncastro@pa.gov)  **Western Region – Jenna Ward** [**wjenna@pa.gov**](mailto:wjenna@pa.gov)  **ODP State Lead –Pamela Bell** [**pambell@pa.gov**](mailto:pambell@pa.gov)  **Central Office Resource account:** [**RA-PWAWCMONITORING@pa.gov**](mailto:RA-PWAWCMONITORING@pa.gov) |
| **Claim and Service Documentation Review** | **ID/A Resource account:** [**RA-PWODPCLAIMDOC@pa.gov**](mailto:RA-PWODPCLAIMDOC@pa.gov)  **AAW Resource account:** [**RA-PWAAWClmsMonitor@pa.gov**](mailto:RA-PWAAWClmsMonitor@pa.gov) |