

SCCE Contact List

Questions About...	Main SCCE Contact	Secondary Contact(s)
General SCCE operations		
Service line expansion / changes	Gretchen Peacock	
Clinic reports in PnC	Gretchen Peacock	Sajil Shrestha
Finances of the SCCE Clinics	Gretchen Peacock	Kaylan Chee
PR/Marketing for clinics	Gretchen Peacock	
SCCE Website	Gretchen Peacock	Jason Barnett (contact for minor changes)
On-boarding and Clinical Systems		
Key ordering	Ethan Jagnandan	Melanie Rust
On and Off-boarding – HIPAA systems	Ethan Jagnandan	Melanie Rust
On-boarding – general clinic processes	Clinic Director	Emily McWhinney
PnC Modifications and Trainings	Emily McWhinney	Sajil Shrestha
Quick fix PnC questions / needs	Sajil Shrestha	
IVS Questions	Kris Borecki	
Zoom Questions	CCRs	John Cockett
Clinic Specific Information		
Clinic processes	Emily McWhinney	CCRs
CCR/Clinic Staff concerns	Emily McWhinney	
Clinic desk coverage	Emily McWhinney	
Financial / Billing Information		
CPT codes – adding, adjusting, pricing	Gretchen Peacock	
Financial Assistance Applications	Emily McWhinney	CCRs
Billing for IA, Dietetics	Kandee Thompson	
Billing for MFT, Audiology, and Speech	Sue Reeder	
Billing for Psychology, CRC, and BSS	Misha Cantwell	
Billing policies and procedures	Kaylan Chee	
Insurance Contracts	Kaylan Chee	
Insurance provider credentialing	Kandee Thompson	
Refunds and collections	Kandee Thompson	
General Building Information		
Building concerns (maintenance, furniture, emergency plan, etc.)	Emily McWhinney	
Room scheduling	Emily McWhinney (for 209)	CCRs (for clinic space) Scheduling.usu.edu (conference rooms)
Ordering Supplies	CCRs	Emily McWhinney
Art Gallery	Emily McWhinney	
External Building use	Gretchen Peacock	

Compliance and Legal

Privacy / Security Concerns	Joni Black
Incident reporting	Joni Black
Health care policy questions	Joni Black
Medical Records	Laura Crofts
Auditing / Monitoring	Melanie Rust (HIPAA) Laura Crofts (Billing)
Legal questions	Gretchen Peacock
Clinical research in the SCCE	Gretchen Peacock

Clinic Specific Contacts

Service Line	CCR	Director
Pediatric Audiology	Wendy Thompson	Cache Pitt
Hearing and Balance	Shauna Meikle	Cache Pitt
SLP	Tracy Cowley	Jamie Mecham
BSS	Care'n King	Audrey Hoffman
CRC	Care'n King	Michael Gerald
Psychology	Amy Wolters	Sara Boghosian
IA	Lula Nieves	Dakota Pond
Dietetics / Feeding	Lula Nieves	
MFT	Julissa Harris	Ryan Seedall
General / Floater	Afton Seibold	