

VIRGINIA RESOURCE CONTACTS

FAIRFAX-AREA

Agency on Aging:

- Fairfax Area Agency on Aging – 12011 Government Center Parkway, Suite 720 Fairfax, VA / Phone: 703-324-5411

Center for Independent Living:

- Endependence Center of Northern Virginia – 1550 Crystal Drive, Suite 810 Arlington, VA 22202 / Phone: 703-525-3268 / website:<http://www.ecnv.org>

Protection and Advocacy:

- disability Law Center of Virginia – 1512 Willow Lawn Drive, Suite 100 Richmond, VA 23230 / Phone: 800.552.3962 / email: info@dLCV.org
- DARS Office for Aging Services, Division of Community Living – 1610 Forest Avenue, Suite 100, Henrico, VA 23229 / Phone: 804-662-9333

Aging and Disability Resource Center:

- Disability Rights and Resource Center: Individual and Caregiver Resource Line – 703-324-7948
- Fairfax Area Disability Services Board – Phone 703-324-7329

Quality Improvement Organization:

- Virginia Department of Health – Complaint lines are available 24 hours/day, 7 days/week: 804-367-2106 / email: OLCComplaints@vdh.virginia.gov / online form: <http://www.vdh.virginia.gov/OLC/Complaint/>
- Virginia State Ombudsman – Phone 800-522-5019
- Community Healthcare Accreditation Partners (CHAP): 800.656.9656 / complaints@chapinc.org

CURRENT PATIENT INFORMATION

Authorizations Department (Medicaid/CHIP Plans)

- 866.919.3240, ext. 216
- Authorizations@KidsCareHH.com

Insurance Verification Department (Commercial/Self-Pay)

- 866.919.3240, ext. 385
- IVTeam@KidsCareHH.com



VIRGINIA LEADERSHIP

Clinical Manager

Bethany Chandonais, SLP
866.919.3240, ext. 267

Administrator

Amy Pape, RN/Director of Nursing
866.919.3240, ext. 325

AGENCY RESOURCES

Quality Assurance Department

(Concerns/Complaints)

866.919.3240, ext 375

QualityAssurance@KidsCareHH.com



24/7 Nurse On-Call Line

866.449.7692