

## OREGON RESOURCE CONTACTS

### PORTLAND/SALEM-AREA

#### Agency on Aging:

- Portland-area Agency on Aging – 503.988.3620 / [https://www.carefororegon.org/a2\\_oregon\\_members.htm](https://www.carefororegon.org/a2_oregon_members.htm)

#### Center for Independent Living:

- Association of Oregon Centers for Independent Living (AOCIL) – 503.232.7411 / <http://www.aocil.org>

#### Protection and Advocacy:

- Disability Rights Oregon – 503.243.2081 / Email: [welcome@droregon.org](mailto:welcome@droregon.org)

#### Aging and Disability Resource Center:

- Multnomah County Aging and Disability Services (Portland) – 503.988.3620 / [www.multco.us/ads](http://www.multco.us/ads)
- Northwest Senior & Disability Services – 503.304.3456 / [www.nwsds.org](http://www.nwsds.org)

#### Quality Improvement Organization:

- Oregon Department of Health and Welfare, Bureau of Facility Standards – 208.334.6626
- Oregon Health Authority - <https://www.oregon.gov/oha/ph/providerpartnerresources/healthcareprovidersfacilities/healthcarehealthcarreregulationqualityimprovement/pages/complaint.aspx>
- Community Healthcare Accreditation Partners (CHAP): 800.656.9656 / [complaints@chapinc.org](mailto:complaints@chapinc.org)
- Acentra Health – Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO): [www.acentraqio.com](http://www.acentraqio.com) Region 10 Toll-free 888-305-6759



## OREGON LEADERSHIP

Clinical Manager/Alternate Administrator

Kelsey Kuykendall, PT, DPT

866.919.3240, ext. 319

Director of Nursing/  
Administrator

Erin Bergmann, RN/Director  
of Nursing

866.919.3240, ext. 328

## AGENCY RESOURCES

Quality Assurance  
Department

(Concerns/Complaints)

866.919.3240, ext 375

[QualityAssurance@KidsCareHH.com](mailto:QualityAssurance@KidsCareHH.com)



24/7 Nurse On-Call Line

866.449.7692

## CURRENT PATIENT INFORMATION

#### Authorizations Department (Medicaid/CHIP Plans)

- 866.919.3240, ext. 216
- [Authorizations@KidsCareHH.com](mailto:Authorizations@KidsCareHH.com)

#### Insurance Verification Department (Commercial/Self-Pay)

- 866.919.3240, ext. 385
- [IVTeam@KidsCareHH.com](mailto:IVTeam@KidsCareHH.com)