



## **RAPID RESPONSE TEAM**

### **Contact List**

**Rob Urban, Provider Relations Representative, VO**  
860-263-2012

**Kyra Lorde, Network Development Specialist, VO**  
860-263-2011

**Scott Greco, Provider Training Coordinator, VO**  
860-263-2010

**Yvonne Jones, Director, Customer and Provider Relations, VO**  
860-263-2020

**Susan Pausmer, Provider Representative, HP (formerly EDS) – Clinics and Long Term Care Facilities**  
860-255-3970

**Paul Tom, Provider Representative, HP (formerly EDS) – Hospitals, Individual Practitioners**  
860-255-3845

**Debbie Hockla-Kaba, Provider Representative, HP (formerly EDS) - Special Services Providers, Home Health Agencies, State Waiver Programs**  
860-255-3847

**Teddi Creel, Medical Administration/Medical Policy – DSS Medical Policy**  
860-424-5393