

# STATE OF MAINE - ASSESSING SERVICES AGENCY (ASA) CONTACT RESOURCES & ESCALATION GUIDE



**Call the Help Desk**  
833) 525.5784



**General Questions**  
Ask-MaineASA@maximus.com



**Email a Referral**  
Maine-ASA@maximus.com



**Fax a Referral**  
844) 356.7500

**Fax PASRR Materials**  
877) 431.9568

**Office Location:** 6 E. Chestnut Street, Suite L04, Augusta, ME 04330

## Intake & Dissemination

### Intake Team

833) 525.5784

Maine-ASA@maximus.com



### Tracy Higgins Team Lead

207) 272.5150

tracydhiggins@maximus.com



### Sara Mayo

**Clinical Review Supervisor**

207) 530.3301

saramayo@maximus.com



### Doug Palmer Program Director

207) 530.5218

douglasppalmer@maximus.com



### Christa Ballew Vice President

629) 230.5202

christaballew@maximus.com

## PASRR Assessment Operations

### PASRR Level I & Level II

833) 525.5784

Maine-ASA@maximus.com



### Alison Higgins Sr Analyst, Assessments

270) 977.0829

alisonphiggins@maximus.com



### Doug Palmer Program Director

207) 530.5218

douglasppalmer@maximus.com



### Ruth O'Neal Allen Senior Director - Ops

629) 230.5049

ruthonealallen@maximus.com



### Christa Ballew Vice President

629) 230.5202

christaballew@maximus.com

## LTC Assessment Operations

### Laura Moody Program Director

207) 530.5220

lauralmoody@maximus.com



### Doug Palmer Program Director

207) 530.5218

douglasppalmer@maximus.com



### Ruth O'Neal Allen Senior Director - Ops

629) 230.5049

ruthonealallen@maximus.com



### Christa Ballew Vice President

629) 230.5202

christaballew@maximus.com

## Appeals

### Jennifer Cole Quality Analyst

207) 272.5230

jenniferacole@maximus.com



### Laura Moody Quality Supervisor

207) 530.5220

lauralmoody@maximus.com



### Doug Palmer Program Director

207) 530.5218

douglasppalmer@maximus.com



### Ruth O'Neal Allen Senior Director - Ops

629) 230.5049

ruthonealallen@maximus.com



### Christa Ballew Vice President

629) 230.5202

christaballew@maximus.com

## Quality & Clinical Questions

### Laura Moody Quality Supervisor

207) 530.5220

lauralmoody@maximus.com



### Doug Palmer Program Director

207) 530.5218

douglasppalmer@maximus.com



### Ruth O'Neal Allen Senior Director - Ops

629) 230.5049

ruthonealallen@maximus.com



### Christa Ballew Vice President

629) 230.5202

christaballew@maximus.com