

## Katie Beckett Support Chart

Do you have questions or concerns? It is important to know who to contact to receive support.

### First Level of Support

(Questions related to your individual support plan, services, or medical eligibility)

**Part A:** BlueCare Nurse Case Manager

**Part B:** Department of Disability and Aging (DDA)/Provider Agency Case Manager

### Second Level of Support

(Questions that your Case Manager cannot answer or does not resolve timely)

**Part A:** Supervisor of your BlueCare Nurse Case Manager

**Part B:** Supervisor of your DDA/Provider Agency Case Manager

### Third Level of Support

(Questions that your Case Manager and Supervisor of Case Manager cannot answer or do not resolve timely)

#### Statewide Coordinator (Part A)

**Cynthia Allman**, Statewide IDD Clinical Operations and Supports Manager

(423) 298-2164 or [CYNTHIA.ALLMAN@bcbst.com](mailto:CYNTHIA.ALLMAN@bcbst.com)

#### Katie Beckett Directors (Part B)

**Rachel King**, East TN Director

(423) 787-6452 or [Rachel.King@tn.gov](mailto:Rachel.King@tn.gov)

**Freda Ricks**, Middle TN Director

(615) 231-5173 or [Freda.Ricks@tn.gov](mailto:Freda.Ricks@tn.gov)

**Sarah Edwards**, West TN Director

(901) 745-7352 or [Sarah.Edwards@tn.gov](mailto:Sarah.Edwards@tn.gov)

### Fourth Level of Support

(Questions that your regional staff cannot answer or do not resolve timely)

#### Part A & Part B Contacts:

**Timothy "Bo" Hickman**, Deputy Director of Intake and Case Management at DDA

[Timothy.Hickman@tn.gov](mailto:Timothy.Hickman@tn.gov) or (423) 787-6451

**Gary Smith**, Katie Beckett/ECF Director at TennCare

[Gary.A.Smith@tn.gov](mailto:Gary.A.Smith@tn.gov) or (615) 906-0450