

**Communication Plan - DISA (formerly Midwest Toxicology)**

Role	First Name	Last Name	Email	Location	Office number	Cell number	FAX number	Supervisor	Responsibilities
Dedicated Acct Mgr	Tiffany	Ellefson	<a href="mailto:tiffany.ellefson@disa.com">tiffany.ellefson@disa.com</a>	Indianapolis	317/262-2205	317/847-2309	317/262-2222		Oversee DISA responsibilities of contract
Primary customer service rep	Paula	Zimmerman	<a href="mailto:paula.zimmerman@disa.com">paula.zimmerman@disa.com</a>	Remote		765/894-3453	765/482-2980	Tiffany Ellefson	Handles concerns, emergency testing needs
Random Customer Service Rep	Mae	Schuster	<a href="mailto:mae.schuster@disa.com">mae.schuster@disa.com</a>	Lebanon	765/482-2976, ext. 8102	n/a	765/482-2980	Andy Schaak	Random selections, coordinating onsite testing
Random Customer Service Rep	Scott	Barnes	<a href="mailto:scott.barnes@disa.com">scott.barnes@disa.com</a>	Lebanon	765/482-2976, ext. 8112	317/292-0299	765/482-2980	Andy Schaak	Scheduler for mobile unit/on-site service
Random Supervisor	Andy	Schaak	<a href="mailto:andy.schaak@disa.com">andy.schaak@disa.com</a>	Lebanon	765/482-2976, ext. 8101	n/a	317/262-2222	Mark Berutich	Supervises Lebanon office & mobile unit collectors
MRO Customer Service Rep	Kara	Jennett	<a href="mailto:kara.jennett@disa.com">kara.jennett@disa.com</a>	Indianapolis	317/262-2200, ext. 8216	n/a	317/262-2222	Amanda Norris	MRO assistant for negatives, monthly invoicing
MRO Customer Service Rep	Darnisha	Clemons	<a href="mailto:darnisha.clemons@disa.com">darnisha.clemons@disa.com</a>	Indianapolis	317/262-2200, ext. 8214	n/a	317/262-2222	Amanda Norris	MRO assistant for DOT & non-DOT non-negatives
MRO Supervisor	Amanda	Norris	<a href="mailto:amanda.norris@disa.com">amanda.norris@disa.com</a>	Indianapolis	317/262-2200, ext. 8219	317/941-1222	317/262-2222	Tiffany Ellefson	Supervises MRO assistants
Reports Customer Service Rep	Christina	Plahitko	<a href="mailto:christina.plahitko@disa.com">christina.plahitko@disa.com</a>	Indianapolis	317/262-2200, ext. 8224	n/a	317/262-2222	Annie Alberico	Reports and statistics
Reports Supervisor	Annie	Alberico	<a href="mailto:annie.alberico@disa.com">annie.alberico@disa.com</a>	Indianapolis	317/262-2200, ext. 8404	n/a	317/262-2222	Tiffany Ellefson	Supervises team that prepares reports
Admin Customer Service Rep	Amber	Blocker	<a href="mailto:admins@disa.com">admins@disa.com</a>	Indianapolis	317/269-3030	n/a	317/262-2222	Tiffany Ellefson	Sets up access for eScheduling, create ePassports as needed, process kit/CCF orders

**Who do I notify if I have ....?**

- Emergency testing need and I don't have any nearby/open collection sites?
- Special ad hoc report need?
- Problem with a collection site?
- Report a collection site that was closed during regular business hours?
- Report a testing event where my applicant/employee had an appointment and had to wait longer than 30 minutes?
- Need to know the status of a test result?
- Need more kits/CCFs?
- Update my random pool?
- Confirm or reschedule random testing event?
- Complaint or problem?

- MTS after hours phone numbers: 317/847-2309 or 317/941-1222
- Primary customer service rep
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- Primary customer service rep
- MRO Customer service rep
- Admin customer service rep
- Random customer service rep
- Random customer service rep
- Primary customer service rep