

Communication Plan - Midwest Toxicology Services

Role	First Name	Last Name	Email	Location	Office number	Cell number	FAX number	Supervisor	Responsibilities
Dedicated Acct Mgr	Tiffany	Ellefson	tiffany.ellefson@midwesttox.com	Indianapolis	317/262-2205	317/847-2309	317/262-2222		Oversee MTS responsibilities of contract
Primary customer service rep	Paula	Zimmerman	paula.zimmerman@midwesttox.com	Lebanon		765/894-3453	765/482-2980	Grant McClintock	Handles concerns, emergency testing needs
Random Customer Service Rep	Mae	Schuster	mae.schuster@midwesttox.com	Lebanon	765/482-2976, ext. 2102	n/a	765/482-2980	Grant McClintock	Random selections, coordinating onsite testing
Random Customer Service Rep	Scott	Barnes	scott.barnes@midwesttox.com	Lebanon	765/482-2976, ext. 2112	317/292-0299	765/482-2980	Grant McClintock	Scheduler for mobile unit/onsite service
Random Supervisor	Grant	McClintock	grant.mcclintock@midwesttox.com	Lebanon	765/482-2976, ext. 2101	n/a	317/262-2222	Tiffany Ellefson	Supervises Lebanon office & mobile unit collectors
MRO Customer Service Rep	Kara	Jennett	kara.jennett@midwesttox.com	Indianapolis	317/262-2200, ext. 2216	n/a	317/262-2222	Amanda Norris	MRO assistant for negatives, monthly invoicing
MRO Customer Service Rep	Darnisha	Clemons	darnisha.clemons@midwesttox.com	Indianapolis	317/262-2200, ext. 2214	n/a	317/262-2222	Amanda Norris	MRO assistant for non-DOT non-negatives
MRO Customer Service Rep	Kent	Raquet	kent.raquet@midwesttox.com	Indianapolis	317/262-2200, ext. 2220	n/a	317/262-2222	Amanda Norris	MRO assistant for DOT non-negatives
MRO Supervisor	Amanda	Norris	amanda.norris@midwesttox.com	Indianapolis	317/262-2200, ext. 2219	317/941-1222	317/262-2222	Tiffany Ellefson	Supervises MRO assistants
Reports Customer Service Rep	Christina	Plahitko	christina.plahitko@midwesttox.com	Indianapolis	317/262-2200, ext. 2224	n/a	317/262-2222	Annie Alberico	Reports and statistics
Reports Supervisor	Annie	Alberico	annie.alberico@midwesttox.com	Indianapolis	317/262-2200, ext. 2404	n/a	317/262-2222	Tiffany Ellefson	Supervises team that prepares reports
Admin Customer Service Rep	Amber	Blocker	admins@midwesttox.com	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

Primary customer service rep

Primary customer service rep

Primary customer service rep

MRO Customer service rep

Admin customer service rep

Random customer service rep

Random customer service rep

Primary customer service rep

Midwest Toxicology Services, LLC

Contact Information

INDIANAPOLIS OFFICE:

Midwest Toxicology Service, LLC
603 East Washington Street, Suite 200
Indianapolis, IN 46204

Local Number: 317-262-2200
Fax Number: 317-262-2222
Toll Free Number: 800-358-8450

Contacts:

Test Results/Invoicing:
MRO Team D: Kara Jennett, James Wright, Ada Steeb
mroteamD@midwesttox.com or 317/269-3035

Collection site requests:
Administrative Assistants (Admins): Amber Blocker, Stacey Curtis, Rita Harris
admins@midwesttox.com or 317-269-3030

Payment questions:
Accounting: Susan McNeff, Angela Thompson, Kathi DiChiappari
accounting@midwesttox.com or 317-269-3029

Other representatives:

Paula Zimmerman	765-894-3453	State of Indiana primary customer service representative
paula.zimmerman@midwesttox.com		
Tiffany Ellefson	317-262-2205	General Manager
tiffany.ellefson@midwesttox.com		
Amanda Norris	317-269-3036	MRO Assistant and Supervisor
amanda.norris@midwesttox.com		

After Hour Contacts:

Amanda Norris Cell: 317-941-1222
Tiffany Ellefson Cell: 317-847-2309

LEBANON OFFICE:

Random pools, random selection and scheduling of on-site mobile unit services.

Local Number: 765-482-2976 Fax Number: 765-482-2980
Toll Free Number: 888-260-2261

After Hours/Emergency number for mobile unit scheduling or onsite issues:
Scott Barnes Cell: 317-292-0299

Contacts: All contacts can be reach with 517emailgroup@midwesttox.com email distribution list!
Mae Schuster mae.schuster@midwesttox.com
Paula Zimmerman paula.zimmerman@midwesttox.com
Grant McClintock, Supervisor, grant.mcclintock@midwesttox.com

Website address: www.midwesttox.com