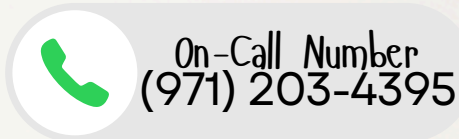




MEET OUR AGENCY ADVOCATES



OUR SYSTEMS TEAM

Direct Supervisor: Kelley Ricker



COMING SOON

Technology Support Advocate

Email TBD

Phone Number TBD

User Access & Security

Systems Administration

Technical Support Operations

Technology Asset Management

IT Management & Improvement

Technology Training & Documentation

Advocate for I/DD services since TBD

OUR ASSOCIATE SYSTEMS SUPPORT ADVOCATES

HELAYNA FLORES

Reporting Support Advocate

helaynaf@advocateaccessnw.com
(503) 396-7318

Training Development

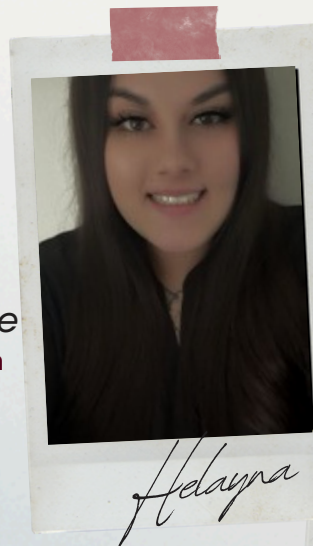
Progress Note Coaching

Documentation Reviews

Individual Reporting Templates

Reporting/Progress Note Promotion

Advocate for I/DD services since 04/2023



Helayna



Julie

JULIE KEIM

Billing Support Advocate

juliek@advocateaccessnw.com
(503) 410-5116

Billing Reporting

eXPRS Corrections

Billing Reconciliation

Claim Resubmissions

Timesheet Verification

Advocate for I/DD services since 06/2026