

CITY OF LOS ANGELES

THIRD PARTY ADMINISTRATOR DIRECTORY - AIMS

(As of March 18, 2020)

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|--|--|--|
| Acclamation Insurance Management Services (AIMS) PO Box 29104 Glendale, CA 91209-9104 | | Claims Managed: City of Los Angeles Fire Sworn and Fire Civilian |
| Telephone: (855) 605-3438 or (909) 524-3300 Fax: (855) 605-3439 | Dedicated UR/New Claim Fax: (909) 348-0919 | Litigation Split: <ul style="list-style-type: none"> • Susan Kong A – J; • Clarissa Padilla K - Z |
| Metadata: (800) 854-7591 or (714) 918-1310 Ext. 1465 CID: Phone (866) 301-6568 Fax (877) 628-6724 | IT: David Doose (909) 524-3325 | City Monitor: (909) 524-3338 <ul style="list-style-type: none"> • Tyrone (909) 524-3338 • Yolanda (909) 524-3320 Management Team: (See assigned Supervisor/Manager) WCAB appearances/pro-per meetings w/ I & A Officers. |

ADMINISTRATION

| NAME | TITLE | EXT. | EMAIL ADDRESS |
|------------------------|----------------|------|--|
| Tracy Copeland-Calhoun | Claims Manager | 3336 | tcopeland-calhoun@aims4claims.com |

SUPERVISORS

| NAME | TITLE | EXT. | EMAIL ADDRESS |
|------------------|------------|------|--|
| Arlene Bragger | Supervisor | 3330 | abragger@aims4claims.com |
| LaDonna Moore | Supervisor | 3333 | lmoore@aims4claims.com |
| Patia Velazquez | Supervisor | 3334 | pvelazquez@aims4claims.com |
| Stephanie Romero | Supervisor | 3315 | sromero@aims4claims.com |

CLAIMS MANAGEMENT

| ALPHA ASSIGNMENT | NAME | EXT. | EMAIL ADDRESS | SUPERVISOR |
|--|------------------|------|--|------------------|
| Resolution Desk; Aa – Az; Bu-Bz; Wi-Wn | Jackie Griffiths | 3303 | jgriffith@aims4claims.com | LaDonna Moore |
| | Ca-Cq | 3305 | dabdo@aims4claims.com | Patia Velazquez |
| Future Medical: Qv-Zz | Sarah Deal | 3307 | sdeal@aims4claims.com | Stephanie Romero |

| | | | | |
|--------------------------------|-----------|------|--|----------------|
| Cr-Et Fire Civilian: Ma -Zz | Lois Harp | 3309 | lharp@aims4claims.com | Arlene Bragger |
|--------------------------------|-----------|------|--|----------------|

CLAIMS MANAGEMENT

| ALPHA ASSIGNMENT | NAME | EXT. | EMAIL ADDRESS | SUPERVISOR |
|---------------------------------|----------------------|------|--|------------------|
| Ba-Bd | Stephanie Romero | 3315 | sromero@aims4claims.com | LaDonna Moore |
| Eu-Gn; Gr | Robert Encinas | 3304 | rencinas@aims4claims.com | Patia Velazquez |
| Go; Gs-Hn | Gabriela Inda | 3312 | ginda@aims4claims.com | Arlene Bragger |
| Kn-Lt | Kristine Vuong | 3318 | kvuong@aims4claims.com | LaDonna Moore |
| Ho-Kg | Marian Bell | 3327 | mbell@aims4claims.com | Patia Velazquez |
| Lu-Mh | Regina Woodson | 3328 | rwoodson@aims4claims.com | LaDonna Moore |
| Du-Ku | Kenneth West | 3313 | kwest@aims4claims.com | Stephanie Romero |
| Mi-Oq | Patricia Marshall | 3323 | pmarshall@aims4claims.com | Arlene Bragger |
| Bab-Bas; Be-Bt; Wo-Yz | Yvonne Archer-Davies | 3322 | ydavies@aims4claims.com | Patia Velazquez |
| Or-Rh | David Hedell | 3306 | dhedell@aims4claims.com | LaDonna Moore |
| Ri-Sb | Antonia Salazar | 3310 | asalazar@aims4claims.com | Arlene Bragger |
| Sc-Tg; Za-Zz | Maukice Woods | 3302 | mwoods@aims4claims.com | Patia Velazquez |
| Future Medical Aa-Dt | Odetta Robinson | 3326 | orobinson@aims4claims.com | Stephanie Romero |
| Future Medical: Kv-Qu | Laura Fernandez | 3314 | lfernandez@aims4claims.com | Stephanie Romero |
| Th-Wh | Victoria Lombardi | 3321 | vlombardi@aims4claims.com | Arlene Bragger |

UTILIZATION REVIEW TEAM

| NAME | DUTIES | EXT. | EMAIL ADDRESS | SUPERVISOR |
|-----------------|---------------------|------|--|------------------|
| Dee Dee Kennedy | UR Intake/Subpoenas | 3331 | dkennedy@aims4claims.com | Stephanie Romero |

CLERICAL - CA TEAM

| NAME | DUTIES | EXT. | EMAIL ADDRESS | SUPERVISOR |
|-----------------|------------------|------|--|------------------|
| Esperanza Ruiz | Claims Assistant | 3324 | eruiz@aims4claims.com | Stephanie Romero |
| April Shannon | Claims Assistant | 3316 | ashannon@aims4claims.com | Arlene Bragger |
| Vacant | Claims Assistant | 3317 | Vacant | Stephanie Romero |
| Araceli Andrade | Claims Assistant | 3311 | aandrade@aims4claims.com | Patia Velazquez |
| Emelda Lerma | Claims Assistant | 3319 | elerma@aims4claims.com | LaDonna Moore |

CLERICAL - FILE CLERKS

| NAME | DUTIES | EXT. | EMAIL ADDRESS | SUPERVISOR |
|--------------|--------------|------|--|------------------|
| Venus Magers | Receptionist | 3365 | vmagers@aims4claims.com | Stephanie Romero |
| Kevin Arenas | File Clerk | 3324 | karenas@aims4claims.com | Stephanie Romero |

