

MICHIGAN MDS/OASIS HELP DESK
CONTACT INFORMATION FOR MICHIGAN HEALTH CARE PROVIDERS ONLY
(3/9/12)

MDS or OASIS Data Transmission Issues:

Michigan Nursing Homes and Home Health Agencies should call 1-888-324-2647.

(This includes problems sending data, transmission errors, and facility login problems after connecting with the Verizon network client).

Michigan MDS Automation Issues:

Sheila Bonam at 313-456-0309 or bonams@michigan.gov.

Michigan MDS RAI Clinical Issues:

Haideh Najafi at 517-335-2086 or e-mail hnajaf@michigan.gov.

New e-mail effective 4/13/12: najafih@michigan.gov

Michigan OASIS Assessment Completion Questions:

Haideh Najafi at 517-335-2086 or e-mail hnajaf@michigan.gov.

New e-mail effective 4/13/12: najafih@michigan.gov

OASIS Automation issues Not Covered by the Help Desk:

Cedric Libiran at 517-335-1052 or LibiranCed@michigan.gov.

New e-mail effective 4/13/12: LibiranC1@michigan.gov.

OTHER CONTACT INFORMATION

Problems with the Verizon CMSNET (formerly MDCN) Network Client:

Phone: 1-888-238-2122 (This includes installation issues and password resets.)

Questions Regarding HAVEN Software:

Phone: 877-201-4721; help@QTSO.com

Questions regarding RAVEN software:

Phone: 800-339-9313; help@QTSO.com