

MONTGOMERY COUNTY SELF-INSURANCE PROGRAM (MCSIP)

A Managed Care Innovations Program

Jeanette Franze, Branch Manager
 Gallagher Bassett Services, Inc.
 Office 301-944-6250 Fax 866-726-3230
 jeanette_franze@gbtpa.com

Post Office Box 1647, Rockville, MD 20849
 Office 301-944-6300
 Fax 866-233-1180

Pearl Monroe, Director – Program Manager
 Managed Care Innovations, LLC
 Office 703-817-0407 Fax 703-817-0683
 PMonroe@mcinnovations.com

Workers' Compensation

Montgomery Co. Public Schools, Montgomery College, City of Gaithersburg

Claim Unit	Email Address	Phone	Fax
Angela Wiley-Jones, Sup	angela_wiley-jones@gbtpa.com	301.944.6259	866.585.8566
Shermonte Hackett, Adj	shermonte_hackett@gbtpa.com	301.944.6265	866.233.1180
Kim Copeland, Adj	kim_copeland@gbtpa.com	301.944.6247	866.878.6414
Angela Joyner, Adj	angela_joyner@gbtpa.com	301.944.6274	866.909.6271
Sara Nunez, TA	sara_nunez@gbtpa.com	301.944.6249	877.662.7308
Margaret Smith, CA/MO	margaret_smith@gbtpa.com	301.944.6248	866.535.5477

Maryland National Capital Park & Planning, City of Rockville, Montgomery County Police Department, Housing Opportunities Commission, City of Takoma Park, Department of Public Libraries, Department of Liquor Control, Health & Human Services, Montgomery Co. Revenue Authority, Department of Recreation, Montgomery County Government,

Claim Unit	Email Address	Phone	Fax
Chris Morroni, Sup	christopher_morroni@gbtpa.com	301.944.6258	866.743.1255
Joseph Hempstead, Adj	joseph_hempstead@gbtpa.com	301.944.6266	866.443.5156
Jayna Khatri, Adj	jayna_khatri@gbtpa.com	301.944.6271	866.609.7691
Genise Thomas, Adj	genise_thomas@gbtpa.com	301.944.6272	866.515.1692
Shelia Williams	shelia_williams@gbtpa.com	301.944.6254	866.233.1180
Dana Crumlin	dana_crumlin@gbtpa.com	301.944.6310	866.233.1180

Department of Fire & Rescue Services, Sheriff, Department of Correction and Rehabilitation, Fire & Rescue Volunteer, Department of General Services, Village of Martin's Additions, Rockville Housing Enterprises, Bethesda Urban Partnership, Village of Friendship Heights, Department of Transportation Transit Services

Claim Unit	Email Address	Phone	Fax
Jonnetta Gross, Sup	jonnetta_gross@gbtpa.com	301.944.6282	866.283.0331
Joan Fitzwater, Adj	joan_fitzwater@gbtpa.com	301.944.6273	866.714.4563
Michael Rolnick, Adj	michael_rolnick@gbtpa.com	301.944.6267	866.575.1615
Christina Tinsley, Adj	christina_tinsley@gbtpa.com	301.944.6268	866.553.7422
Vicenta Hughes, TA	vicenta_hughes@gbtpa.com	301.944.6251	866.658.7745
Selma Taylor, Adj	selma_taylor@gbtpa.com	301.944.6309	866.480.4383
Daria N. Williams	daria_williams@gbtpa.com	301.944.6269	866.233.1180

Liability

Claim Unit	Email Address	Phone	Fax
Team 1			
Matthew Lynch, Sup	matthew_lynch@gbtpa.com	301.944.6256	877.895.1768
Donald Shepard, Adj	donald_shepard@gbtpa.com	301.944.6261	866.759.1435
Charles Skibbe, Adj	charles_skibbe@gbtpa.com	301.944.6276	866.908.5491
Curtis Gilmer, Adj	curtis_gilmer@gbtpa.com	301.944.6262	866.494.3559
Phyllis Jackson, Adj	phyllis_jackson@gbtpa.com	301.944.6263	877.596.4627
Barbara Caporaletti, TA	barbara_caporaletti@gbtpa.com	301.944.6308	866.664.3470

Team 2			
Ibrahiem Thomas, Sup	ibrahiem_thomas@gbtpa.com	301.944.6264	866.560.2160
Deysi Aguilar, Adj	deysi_aguilar@gbtpa.com	301.944.6306	866.746.9081
Diana Romero, Adj	diana_romero@gbtpa.com	301.944.6307	866.958.0787
Theresa Savior, Adj.	theresa_savior@gbtpa.com	301.944.6255	866.233.1180

Telephonic Case Management

Nurse	Email Address	Phone	Fax
Bill Black, Mgr	bblack@mhayes.com	301.944.6280	866.673.1206
Lorraine Fox, Nurse	lfox@mhayes.com	301.944.6278	866.788.8701
Vanessa Zamora, Nurse	vzamora@mhayes.com	866.673.3963	866.424.9459
Louisiana Brown, Nurse	lbrown@mhayes.com	301.944.6270	866.704.6270
Nina Domingo, Asst.	ndomingo@mhayes.com	301.944.6312	866.833.1018

Administrative

Adm Unit	Email Address	Phone	Fax
Jeanette Franze, Mgr	jeanette_franze@gbtpa.com	301.944.6250	866.726.3230
Margaret "Peggy" Hurt, TA	margaret_hurt@gbtpa.com	301.944.6252	866.576.3689
Selena Bell, Receptionist	selena_bell@gbtpa.com	301.944.6246	866.233.1180

