

**Systems Design West  
Department Contacts  
19265 Powder Hill Place NE  
Poulsbo, WA 98370**

Toll free number for Clients: **800-585-5242 (360-394-7020)**  
Toll free number for Patients: **800-238-9398 (360-394-7010)**

*Direct numbers for Department Heads and other key personnel noted below*

**Billing Department**

**Fax 360-394-7098**

Karen Guay                      360-394-7041 D                      [KarenG@sdwems.com](mailto:KarenG@sdwems.com)

The Billing Department is responsible for setting up patient accounts, patient demographics, entering charges into the billing application and processing all claims. The Billing Department is also responsible for all of the mailroom operations, incoming information on paper and electronic format, distribution and archiving of the information (scanning, etc). This Department facilitates client audits, records storage administration, and any transfer or destruction of documents.

**Patient Services**

**Fax 360-697-1659**

Leslie Sheridan                      360-394-7025 D                      [LeslieS@sdwems.com](mailto:LeslieS@sdwems.com)  
Megan Christenbury                      360-394-7018 D                      [MeganC@sdwems.com](mailto:MeganC@sdwems.com)

Spanish speaking phone representatives available to callers upon request.

The Patient Services Department is responsible for patient balances, hospital contact, incoming phone calls from patients and outgoing phone calls to patients. All issues related to private patient statements fall under this Department. Private balance collection and follow through in conformance to client policy, including accounts adjusted off as uncollectible or sent to collections agencies, are handled by Megan.

**Insurance Services****Fax 360-394-7097**

Ellen Ross-Cardoso 360-394-7031 D  
Juls Clare 360-394-7033 D

[EllenR@sdwems.com](mailto:EllenR@sdwems.com)  
[JulsC@sdwems.com](mailto:JulsC@sdwems.com)

The Insurance Services Department is responsible for all insurance balances. Medicare, Medicaid and all commercial insurance issues, including appeals and follow up on denials are handled in this Department.

**Accounting Department****Fax 360-394-7096**

Karen Guay 360-394-7041 D  
Lori Christenbury 360-394-7061 D

[KarenG@sdwems.com](mailto:KarenG@sdwems.com)  
[LoriC@sdwems.com](mailto:LoriC@sdwems.com)

The Accounting Department is responsible for the clients' financial administration: cash and check deposits, refunds, adjustments and EFTs and ERAs. The Accounting Department also prepares month end financial reports for review and distribution to the client.

Cindy Tomeo 360-394-7023 D  
(Month end reports)

[CindyT@sdwems.com](mailto:CindyT@sdwems.com)

**Corporate Administration Services****Fax 360-394-7099**

Mark Spice, CEO 360-394-7021 D  
Contracts, Legal Issues, Corporate Management

[MarkS@sdwems.com](mailto:MarkS@sdwems.com)

Leslie Sheridan, COO 360-394-7025 D  
Billing Operations and Production issues

[LeslieS@sdwems.com](mailto:LeslieS@sdwems.com)

Michael Philbrick, CTO 360-394-7082 D  
Technology, Programming resources, Technology Management

[MichaelP@sdwems.com](mailto:MichaelP@sdwems.com)

Jody O'Brien 360-394-7024 D  
Billing and HIPAA Compliance, Training Services, Research Management

[JodyO@sdwems.com](mailto:JodyO@sdwems.com)

Mike Dunn 360-394-7083 D  
Manages Systems Design's Servers, Data Security, Communications & Graphics

[MikeD@sdwems.com](mailto:MikeD@sdwems.com)

Shelley Brewington 360-394-7022 D  
Client Set Up, Financial Projections and Consultation, Client Administration

[ShelleyB@sdwems.com](mailto:ShelleyB@sdwems.com)