

**Communication Plan - DISA (formerly Midwest Toxicology)**

Role	First Name	Last Name	Email	Location	Office number	Cell number	FAX number	Supervisor	Responsibilities
Dedicated Acct Mgr	Mark	Berutich	<a href="mailto:Mark.Berutich@disa.com">Mark.Berutich@disa.com</a>	Indianapolis	317/262-2200, ext. 8202	516/966-2744	317/262-2222		Oversee DISA responsibilities of contract
Primary customer service rep	Paula	Zimmerman	<a href="mailto:paula.zimmerman@disa.com">paula.zimmerman@disa.com</a>	Remote		765/894-3453	765/482-2980	Mark Berutich	Handles concerns, emergency testing needs
Random Customer Service Rep	Janet	Holloman	<a href="mailto:janet.holloman@disa.com">janet.holloman@disa.com</a>	Lebanon	765/482-2976, ext. 8113	n/a	765/482-2980	Andy Schaak	Random selections, coordinating onsite testing
Random Customer Service Rep	Scott	Barnes	<a href="mailto:scott.barnes@disa.com">scott.barnes@disa.com</a>	Lebanon	765/482-2976, ext. 8112	317/292-0299	765/482-2980	Andy Schaak	Scheduler for mobile unit/onsite service
Random Supervisor	Andy	Schaak	<a href="mailto:andy.schaak@disa.com">andy.schaak@disa.com</a>	Lebanon	765/482-2976, ext. 8101	317/345-2955	317/262-2222	Mark Breaux	Supervises Lebanon office & mobile unit collectors
MRO Customer Service Rep	Kara	Jennett	<a href="mailto:kara.jennett@disa.com">kara.jennett@disa.com</a>	Indianapolis	317/269-3035	n/a	317/262-2222	Amanda Norris	MRO assistant for negatives, monthly invoicing
MRO Customer Service Rep	Darnisha	Clemons	<a href="mailto:darnisha.clemons@disa.com">darnisha.clemons@disa.com</a>	Indianapolis	317/262-2200, ext. 8214	n/a	317/262-2222	Amanda Norris	MRO assistant for DOT & non-DOT non-negatives
MRO Supervisor	Amanda	Norris	<a href="mailto:amanda.norris@disa.com">amanda.norris@disa.com</a>	Indianapolis	317/262-2200, ext. 8219	317/941-1222	317/262-2222	Mark Berutich	Supervises MRO assistants
Reports Customer Service Rep	Melissa	Adams	<a href="mailto:melissa.adams@disa.com">melissa.adams@disa.com</a>	Indianapolis	317/262-2200, ext. 8210	n/a	317/262-2222	Erick Avila	Reports and statistics
Reports Supervisor	Erick	Avila	<a href="mailto:erick.avila@disa.com">erick.avila@disa.com</a>	Indianapolis	317/262-2200, ext. 8306	n/a	317/262-2222	Mark Berutich	Supervises team that prepares reports
Admin Customer Service Rep	Amber	Blocker	<a href="mailto:admins@disa.com">admins@disa.com</a>	Indianapolis	317/269-3030	n/a	317/262-2222	Melissa Davis	Sets up access for eScheduling, create ePassports as needed, process kit/CCF orders

**Who do I notify if I have ....?**

- Emergency testing need and I don't have any nearby/open collection sites?
- Special ad hoc report need?
- Problem with a collection site?
- Report a collection site that was closed during regular business hours?
- Report a testing event where my applicant/employee had an appointment and had to wait longer than 30 minutes?
- Need to know the status of a test result?
- Need more kits/CCFs?
- Update my random pool?
- Confirm or reschedule random testing event?
- Complaint or problem?

- DISA after hours phone numbers: 317/847-2309 or 317/941-1222
- Primary customer service rep
- Primary customer service rep
- Primary customer service rep
- Primary customer service rep
- MRO Customer service rep
- Admin customer service rep
- Random customer service rep
- Random customer service rep
- Primary customer service rep