

Key Phone List Changes  
(512) 804-4986

IT Help Desk  
(512) 463-6466

Inclement Weather  
(512) 804-4157  
(512) 804-4239 (ICEY)

### KEY TELEPHONE LISTING

Texas Department of Insurance –  
Division of Workers’ Compensation  
Delivery – 7551 Metro Center Drive, Ste. 100, Austin 78744  
Internet: <http://www.tdi.gov> Email: [dwc-public.information@tdi.gov](mailto:dwc-public.information@tdi.gov).  
(Revised 12/1/12)

DWC Metro Receptionist  
(512) 804-4221

DWC Building Services  
(512) 804-4220

**NOTE: An asterisk indicates a new IP number. When dialing IP numbers, a 7...Indicates a pause is needed between dialing 7 and the extension. After the 7, and pause, you will hear instructions to complete your extension dialing.**

	<u>NAME</u>	<u>TEL.#</u>	<u>FAX#</u>	<u>M.S.</u>	<u>LOC.</u>
<b>Commissioner of Workers’ Compensation</b>	<b>Rod Bordelon</b>	<b>804-4400</b>	804-4401	MS-1	Metro
Executive Assistant	Idalia Salazar	804-4403	804-4401	MS-1	Metro
<b>General Counsel</b>	Dirk Johnson	804-4422	804-4401	MS-15	Metro
Assistant General Counsel	Marisa Lopez-Wagley	804-4739	804-4401	MS-15	Metro
<b>Self-Insurance Regulation, Team Lead</b>	<b>Casseb, John</b>	<b>804-4285</b>	804-4776	MS_60	Metro
Administration Support	Carol Bethel	804-4785	804-4776	MS-60	Metro
Claims Examination Team	Michael Buggs	804-4789	804-4776	MS-60	Metro
Financial Team	Glenn Dobmeier	804-4781	804-4776	MS-60	Metro
Safety	Bryan Morrow	804-4795	804-4776	MS-60	Metro
<b>Government Relations, Associate Commissioner/Director of Government Relations</b>	<b>Melissa Hamilton</b>	<b>463-6123</b>	475-2025	113-3A	Hobby
Workers’ Compensation Legislative Coordinator	Jessica Corna	322-4280	475-2025	113-3A	Hobby
<b>WC Research &amp; Evaluation Group</b>					
Special Deputy for Policy and Research	Amy Lee	804-4410	804-4401	MS-1	Metro
<b>Director</b>	<b>D. C. Campbell</b>	<b>322-3566</b>	490-1050	105-2A	Hobby
<b>Medical Advisor</b>	<b>Dr. Donald W. Patrick</b>	<b>804-4415</b>	490-1040	MS-41	Metro
Associate Medical Advisor	Dr. Edwin Buster	804-4879	490-1040	MS-41	Metro
<b>Health Care Business Management, Director</b>	<b>Mary Landrum</b>	<b>804-4814</b>	490-1040	MS-41	Metro
Medical Advisor Main Line	Main Line	804-4875	490-1040	MS-41	Metro
Medical Quality Review Panel (MQRP) Coordinator	Mary Landrum	804-4814	490-1040	MS-41	Metro
Public Information Office (PIO)	<b>John Greeley</b>	<b>305-7132</b>	463-6141	113-1A	Hobby
<b>Internal Audit, Director</b>	<b>Greg Royal</b>	<b>804-4127</b>	804-4126	MS-2	Metro
Internal Audit	Matt Milam	804-4134	804-4126	MS-2	Metro
Internal Audit	Alain Fontaine	804-4130	804-4126	MS-2	Metro
<b>Operations, Executive Deputy Commissioner</b>	<b>Patricia Gilbert</b>	<b>804-4302</b>	804-4301	MS-1	Metro
Special Advisor for DD Program Development	Dr. Bill Defoyd	804-4853	804-4207	MS-603	Metro
<b>Designated Doctor Outreach and Oversight, Director</b>	<b>Erika Copeland</b>	<b>804-4029</b>	804-4207	MS-603	Metro
Special Advisor for DD Program Development	Dr. Bill Defoyd	804-4853	804-4207	MS-603	Metro
Outreach & Credentialing, Team Lead	Mark Rhemann	804-4673	804-4207	MS-603	Metro
Credentialing & Quality Monitoring	Lisa Wharry	804-4210	804-4207	MS-603	Metro
Training & Outreach	Chuck Whitacre	804-4689	804-4207	MS-603	Metro
Designated Doctor Exam Management & Services, Manager	Blaise Gerstenlauer	804-4148	804-4121	MS-603	Metro
<b>Operations Support, Director</b>	<b>Joe McElrath</b>	<b>804-5010</b>	804-4301	MS-1	Metro
Business Process Improvement	Hugo Salazar	804-4581	804-4301	MS-1	Metro
TXCOMP Development Project Manager	Genice Mancini	804-4406	804-4817	MS-5	Metro
EDI/TXCOMP Help Desk		1-888-4TXCOMP	490-1039	MS-5	Metro
Communications	Michelle Banks	804-4203	804-4201	MS-5	Metro
Communications Web Coordinator	Susan Criner	804-4204	804-4201	MS-5	Metro
Communications Translation Services	Helen Vogel	804-4158	804-4201	MS-5	Metro
<b>Outreach Planning &amp; Coordination, Director</b>	<b>Angelia Johnson</b>	<b>804-4530</b>	804-4301	MS-1	Metro
<b>Records Management &amp; Support, Director</b>	<b>Sherry Brunson</b>	<b>804-4104</b>	804-4101	MS-600	Metro
Project Knowledge & Support	Sherry Brunson	804-4104	804-4101	MS-600	Metro
Records Center, Manager	Thomasina Tijerina	804-4990 301	804-4991	MS-92	RC
Records Processing, Manager	Wanda Diggs	804-4372	804-4378	MS-93	Metro
Document Imaging, Supervisor	Richard Ramirez	804-4118	804-4378	MS-94	Metro
EDI Claims Processing	Lydia Cardenas	804-4375	804-4378	MS-94	Metro
Insurance Coverage, Manager	Marcia Medina	804-4147	804-4346	MS-96	Metro
<b>Field Operations, Director</b>	<b>Dixie Evatt</b>	<b>804-4114</b>	490-1037	MS-65	Metro
Field Operations, Assistant Director	Kathy McMaster	804-4125	804-4105	MS-65	Metro
Coastal Region – Regional Administrator (BU, HE, HW, LF)	Barbara Voloto	713-924-2200 505	713-514-0713	MS-207	HE
Northern Region – Regional Administrator (DN, FW, TY, WA, WF)	Cindy Barnes	817-446-4488 500	817-446-5060	MS-103	FW
Northern Region – Assistant Regional Administrator	June Mitchell	940-380-1400 500	940-380-1408	MS-102	DN
Southern Region – Regional Administrator (AU, CC, LR, SA, WS)	John Garza	210-593-0070 500	210-593-0062	MS-305	SA
Southern Region – Assistant Regional Administrator	Bobby Gonzalez	361-883-2551 500	361-881-8631	MS-302	CC
Western Region – Regional Administrator (AB, AM, DA, EP, LB, MO, SG)	Luis Mata	915-351-5260 500	915-351-5272	MS-403	EP
Western Region- Assistant Regional Administrator	Kimelyn Coleman	214-350-9299 500	214-350-3750	MS-101	DA
<b>Austin North (AU) Field Office Team Lead</b>	Virginia Aldridge-Imbriani	512-933-1899 7 1400	512-928-4875	MS-301	AU
<b>Abilene (AB) Field Office Team Lead</b>	Joanne Wilson	325-695-4992 500	325-695-9789	MS-401	AB
<b>Amarillo (AM) Field Office Team Lead</b>	Teresa Rodriguez	806-351-1222 500	806-351-1444	MS-402	AM
<b>Beaumont (BU) Field Office Manager</b>	Wynetta Johnson	713-924-2200 500	409-899-5207	MS-201	BU
<b>Corpus Christi (CC) Field Office Manager</b>	Bobby Gonzalez	361-883-2551 500	361-881-8631	MS-302	CC
<b>Dallas (DA) Field Office Manager</b>	Kimelyn Coleman	214-350-9299 500	214-350-3750	MS-101	DA
<b>Denton (DN) Field Office Manager</b>	June Mitchell	940-380-1400 500	940-380-1408	MS-102	DN
<b>El Paso (EP) Field Office Manager</b>	Luis Mata	915-351-5260 500	915-351-5272	MS-403	EP
<b>Fort Worth (FW) Field Office Manager</b>	Cindy Barnes	817-446-4488 500	817-446-5060	MS-103	FW
<b>Houston-East (HE) Field Office Manager</b>	Wynetta Johnson	713-924-2200 500	713-514-0713	MS-207	HE
<b>Houston-West (HW) Field Office Manager</b>	Rochelle Johnson	281-260-3035 500	281-272-1089	MS-204	HW
<b>Laredo (LR) Field Office Team Lead</b>	Diana Hinojosa	956-718-2040 *2100	956-725-8771	MS-304	LR
<b>Lubbock (LB) Field Office Team Lead</b>	Debra Green	806-744-4569 500	806-740-0092	MS-404	LB
<b>Lufkin (LF) Field Office Manager</b>	Rochelle Johnson	281-260-3035 500	936-639-6406	MS-205	LF
<b>Midland (MO) Field Office Team Lead</b>	Vacant	432-699-1281 500	432-699-7309	MS-405	MO
<b>San Angelo (SG) Field Office Team Lead</b>	Irma Cardenas	325-657-0404 500	325-659-8536	MS-407	SG
<b>San Antonio (SA) Field Office Manager</b>	John Garza	210-593-0070 500	210-593-0062	MS-305	SA
<b>Tyler (TY) Field Office Team Lead</b>	Rebecca Allen	903-534-6250 500	903-534-5276	MS-209	TY
<b>Waco (WA) Field Office Team Lead</b>	David Erbe	254-755-7011 500	254-755-7594	MS-105	WA
<b>Weslaco (WS) Field Office Team Lead</b>	Sofia J. Torres	956-447-4416 *3200	956-447-4775	MS-303	WS
<b>Wichita Falls (WF) Field Office Contact</b>	June Mitchell	940-380-1400 500	940-380-1408	MS-102	DN

<b>Health Care Management, Executive Deputy Comm.</b>	<b>Matthew Zurek</b>	<b>804-4870</b>	804-4301	MS-1	Metro
Return to Work Outreach & Special Initiatives	Brent Hatch	804-4102	804-4301	MS1	Metro
Return to Work Outreach & Special Initiatives	Pat Crawford	804-4683	804-4682	MS-29	Metro
Vocational Rehab. Training & Consultation	Pat Crawford	804-4683	804-4682	MS-29	Metro
Vocational Rehabilitation Registry	Pat Crawford	804-4683	804-4682	MS-40	Metro
<b>Health Care Policy &amp; Implementation, Manager</b>	Ruth Richardson	804-4850	804-5001	MS-7	Metro
<b>Health Care Business Management, Director</b>	<b>Mary Landrum</b>	<b>804-4814</b>	804-4868	MS-48	Metro
Medical Fee Team, Manager	Martha Luevano	804-4858	804-4868	MS-48	Metro
Data Reporting, Manager	Tammy Campion	804-4717	804-4817	MS-48	Metro
<b>System Monitoring &amp; Oversight, Director</b>	<b>Teresa Carney</b>	<b>804-4702</b>	804-4576	MS-8	Metro
Complaint Resolutions, Manager	Denny Whitehouse	804-4750	490-1030	MS-8	Metro
Audits & Investigations, Manager	Darrell Cooper	804-4768	804-4576	MS-8	Metro
<b>Outreach &amp; Workplace Safety, Director, Workplace Safety &amp; Provider Support</b>	<b>Karen Puckett</b>	<b>804-5020</b>	804-4682	MS-29	Metro
Director's Assistant	Lori Wood	804-5022	804-4682	MS-29	Metro
Provider Outreach	Amy Rich	804-4809	804-4682	MS-29	Metro
Reimbursement Program for Small Employers	Janice Pousson	804-5000	804-4682	MS-29	Metro
Medical Benefits Education	Regina Schwartz	804-4691	804-4682	MS-29	Metro
Speaker Bureau Coordinator	Janice Pousson	804-4685	804-4682	MS-29	Metro
Safety Training & Inspections, Manager	Christopher D'Amura	804-4626	804-4601	MS-24	Metro
Safety Violations Hotline	Isaac Garcia	1-800-452-9595	804-4606	MS-21A	Metro
CFOI Data Collection, Manager	Deborah Jones	804-4651	804-4633	MS-23A	Metro
Federal Data Collection, Manager	Deborah Jones	804-4651	804-4652	MS-23B	Metro
BLS Survey Main Number		804-4657	804-4652	MS-23B	Metro
BLS Survey ( <i>Toll Free</i> )		1-866-237-6405	804-4652	MS-23B	Metro
OSHA Data Collection Main Number		804-4634	804-4517	MS-23B	Metro
OSHA Data Collection ( <i>Toll Free</i> )		1-866-819-9408	804-4517	MS-23B	Metro
OSHCON, Manager	Steve Marcyes	804-4640	804-4641	MS-22	Metro
OSHCON System Analyst	Gloria Newton	804-4642	804-4641	MS-22	Metro
Resource Center	Alyson Williams	804-4625	804-4621	MS-25	Metro
<b>Hearings, Acting Deputy Commissioner</b>	<b>Daniel Barry</b>	<b>804-4439</b>	804-4071	MS-30	Metro
Deputy Commissioner Assistant	Lisa Acosta	804-4013	804-4071	MS-30	Metro
Chief Clerk of Proceedings	Tiffany Duarte	804-4055	804-4011	MS-36	Metro
Chief Clerk Support/SOAH Docketing	Anita Johnson	804-4075	804-4071	MS-35	Metro
Customer Service & Records	Ammie Navarro	804-4050	804-4011	MS-35	Metro
Dispute Processing Support Team I	Mary Mutschink	804-4062	804-4011	MS-35	Metro
Appeals Panel Docketing	Neal Bertling	804-4073	804-4011	MS-35	Metro
Benefit Review Officer, Manager	Randy Steger	804-4085	804-4011	MS-34	Metro
Central Benefit Review Officer	Barbara McWilliams	804-4081	804-4011	MS-34	Metro
Central Benefit Review Officer	Catherine Rowe	804-4083	804-4011	MS-34	Metro
Hearings Officer, Manager	Gene Kraft	804-4080	804-4071	MS-34	Metro
Appeals Panel	Daniel Barry	804-4439	804-4071	MS-36	Metro
<b>Office of Workers' Compensation Counsel, Section Chief</b>	<b>Carothers, Jeff</b>	<b>804-4280</b>	804-4276	MS-4D	Metro
Administrative Assistant	Maria Jimenez	804-4703	804-4276	MS-4D	Metro
Open Records Liaison	Erica Clark	804-4434	804-4276	MS-4D	Metro
<b>Enforcement, Associate Commissioner</b>	<b>Sandra Nicolas</b>	<b>305- 7297</b>	475-1772	MC-110A	Hobby
<b>Director</b>	<b>Leah Gillum</b>	<b>804-4278</b>	804-4701	MS-11	Metro
Case Intake Unit & Open Records Liaison	Michelle Quartermaine	804-4755	804-4701	MS-11	Metro
<b>Human Resources, Director</b>	<b>Patricia David</b>	<b>804-4452</b>	804-4451	MS-74	Metro
Personnel and Benefits Team Lead	Nancy Simmons	804-4473	804-4451	MS-74	Metro
Employee Benefits	Skii Wellington	804-4473	804-4451	MS-74	Metro
Payroll	Michelle Fultz	463-6573	475-1864	MC-112	Hobby
Professional Development	Buffy Burnett	305-9745	475-1864	MC-112	Hobby
<b>Information Technology Services, Director</b>	<b>Amy Lugo</b>	<b>305-7252</b>	490-1000	102-ITS	Hobby
		<b>804-4902</b>	804-4901	MS-82	Metro
Computer Help Desk	Dean David	804-4906	804-4901	MS-82	Metro
<b>Staff Services</b>					
Facilities Leasing & Receiving	Norma Mitchell	804-4220	804-4216	MS-72A	Metro
Mailroom/Admin. Services	Patricia Wells	804-4242	804-4241	MS-72B	Metro
Risk Management	Roland Rivera	804-4225	804-4216	MS-72	Metro

**Commonly Requested Telephone Numbers**

WC/ Injured Employee Hotline	(800) 252-7031	TXCOMP / Technical Help / External	(888) 4-TXCOMP (888) 489-2667
Office of Injured Employee Counsel (OIEC)	(866) 393-6432	Safety Violations Hotline	(800) 452-9595
Fraud Hotline	(888) 327-8818 (512) 463-6700	OSHCON/Safety Information	(800) 687-7080
DWC Open Records	(512) 804-4434	Texas Mutual Insurance Company	(512) 224-3800 (800) 859-5995
DWC Publications / Forms	(512) 804-4240	Texas Workforce Commission (TWC)	(512) 463-2222
DWC Speakers' Bureau	(512) 804-4685	Department of Assistive & Rehabilitative Services (DARS)	(800) 628-5115
RTW Reimbursement Program for Employers	(512) 804-5000	Health & WC Network Cert and QA	(512) 322-4266
Healthcare Provider Helpline	(800) 372-7713	CompConnection	(800) 372-7713