
Bureau of Health Statistics - Vital Records

	Contact Name	Phone Number	Email
General Customer Line	Vital Records Staff	(515) 281-4944	Not Available
Bureau Chief	Melissa Ellis	(515) 281-6762	Melissa.Ellis@hhs.iowa.gov
Registration and Issuance Unit Supervisor	Sam Nichols	(515) 281-5002	Sam.Nichols@hhs.iowa.gov
Legal Action and Data Management Unit Supervisor	Jeri Southwick	(515) 725-2963	Jeri.Southwick@hhs.iowa.gov
Management Analyst: Supports IVES and provides oversight for Help Desk operations; Manages VR statistics and annual reports	Josh Jungling	(515) 281-4945	Josh.Jungling@hhs.iowa.gov
IVES Help Desk: IVES Technical Support; Supply Requests (Do Not Provide to Customers and Do No Use For Customer Service)	Mike Gaskill Allison Binder	(866) 309-0831	IVESHelpDesk@hhs.iowa.gov

Service Area

	Contact Name	Phone Number	Email
Administrative Assistant-Issuance: Manage Daily Issuance Operations and Escalations; Forward to State	Lori Hedstrand	(515) 281-7221	Lori.Hedstrand@hhs.iowa.gov
Administrative Assistant-Legal Actions: Manage daily operations and escalations for Legal Actions; Fraud Investigations, County Verifications	TBA	(515) 281-5133	TBA
County Recorder Liaison: Manage operations and escalation of issues; Training, Marriage Registration	Mindy Bentzen	(515) 281-6845	Mindy.Bentzen@hhs.iowa.gov
Death Records: Manage operations and escalation of issues, Disinterment, Corrections to death records within the first year , Burial transit permits, Home burials	Jennifer Caskey Michele Houston	(515) 281-7996 (515) 281-5153	Jennifer.Caskey@hhs.iowa.gov Michele.Houston@hhs.iowa.gov
Fraud & Security	TBA Jeri Southwick	(515) 281-5133 (515) 725-2963	TBA Jeri.Southwick@hhs.iowa.gov
Legal Actions: Adoptions, Amendments, Delayed Records, Court orders, over 1 year old , County verifications	Cathie Brown Nathan Lawry	(515) 242-6759 (515) 281-6263	Catherine.Brown@hhs.iowa.gov Nathan.Lawry@hhs.iowa.gov
Marriage: Marriage Returns, and corrections to marriage records within the first year	Lainda Drake	(515) 281-4507	Lainda.Drake@hhs.iowa.gov
Newborn Birth Registration: Manage operations and escalation of issues; Questions pertaining to new birth registration, Home births, Corrections to birth certificates under 1 year old	Laura Shirk Kelsey Gray	(515) 281-3266 (515) 242-6332	Laura.Shirk@hhs.iowa.gov Kelsey.Gray@hhs.iowa.gov
Paternity: Processing affidavits, Rescissions, Court order paternity	Julio Ferreris Kelsey Gray	(515) 281-6687 (515) 242-6332	Julio.Ferreris@hhs.iowa.gov Kelsey.Gray@hhs.iowa.gov
Request for Records/Verifications: DHS, Military, Social Security Administration, VA, State/County Agencies	Lainda Drake	(515) 281-4507	Lainda.Drake@hhs.iowa.gov

Additional Resources

	Contact Name	Phone Number	Email
VitalChek: Online Call Center for customers to Order Vital Records Hours 6am–7pm	Call Center Agent	(866) 809-0290	Not Available

ACH Adjustments/Weekly Transmittals

IVES Help Desk

(866) 309-0831

ACH@hhs.iowa.gov
