

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	Michele Houston	(515) 281-5133	Michele.Houston@hhs.iowa.gov
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 <u>within the first year</u> , Burial transit permits, Home burials	Jennifer Caskey Jennifer Slavens	(515) 281-7996 (515) 281-5153	Jennifer.Caskey@hhs.iowa.gov Jennifer.Slavens@hhs.iowa.gov
Fraud & Security	TBA	(515) 281-5133	TBA
Legal Actions: Adoptions, Amendments, Delayed Records, Court orders, <u>over 1 year old</u> , County verifications	Jeri Southwick Cathie Brown	(515) 725-2963 (515) 242-6759	Jeri.Southwick@hhs.iowa.gov Catherine.Brown@hhs.iowa.gov
Marriage: Marriage Returns, and corrections to marriage records <u>within the first year</u>	Nathan Lawry Lainda Drake	(515) 281-6263 (515) 281-4507	Nathan.Lawry@hhs.iowa.gov 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 <u>under 1 year old</u>	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