

<b>Bureau of Health Statistics - Vital Records</b>			
	<b>Contact Name</b>	<b>Phone Number</b>	<b>Email</b>
<b>General Customer Line</b>	<b>Vital Records Staff</b>	<b>(515) 281-4944</b>	<i>Not Available</i>
<b>Bureau Chief</b>	<b>Melissa Ellis</b>	<b>(515) 281-6762</b>	Melissa.Ellis@hhs.iowa.gov
<b>Registration and Issuance Unit Supervisor</b>	Sam Nichols	(515) 281-5002	Sam.Nichols@hhs.iowa.gov
<b>Legal Action and Data Management Unit Supervisor</b>	Jeri Southwick	(515) 725-2963	Jeri.Southwick@hhs.iowa.gov
<b>Management Analyst:</b> 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
<b>IVES Help Desk:</b> IVES Technical Support; Supply Requests <b>(Do Not Provide to Customers and Do No Use For Customer Service)</b>	Mike Gaskill Allison Binder	(866) 309-0831	IVESHelpDesk@hhs.iowa.gov
<b>Service Area</b>	<b>Contact Name</b>	<b>Phone Number</b>	<b>Email</b>
<b>Administrative Assistant-Issuance:</b> Manage Daily Issuance Operations and Escalations; Forward to State	Lori Hedstrand	(515) 281-7221	Lori.Hedstrand@hhs.iowa.gov
<b>Administrative Assistant-Legal Actions:</b> Manage daily operations and escalations for Legal Actions; Fraud Investigations, County Verifications	TBA	(515) 281-5133	TBA
<b>County Recorder Liaison:</b> Manage operations and escalation of issues; Training, Marriage Registration	Mindy Bentzen	(515) 281-6845	Mindy.Bentzen@hhs.iowa.gov
<b>Death Records:</b> Manage operations and escalation of issues, Disinterment, Corrections to death records <b>within the first year</b> , 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
<b>Fraud &amp; Security</b>	TBA	(515) 281-5133	TBA
<b>Legal Actions:</b> Adoptions, Amendments, Delayed Records, Court orders, <b>over 1 year old</b> , County verifications	Jeri Southwick Cathie Brown	(515) 725-2963 (515) 242-6759	Jeri.Southwick@hhs.iowa.gov Catherine.Brown@hhs.iowa.gov
<b>Marriage:</b> Marriage Returns, and corrections to marriage records <b>within the first year</b>	Nathan Lawry Lainda Drake	(515) 281-6263 (515) 281-4507	Nathan.Lawry@hhs.iowa.gov Lainda.Drake@hhs.iowa.gov
<b>Newborn Birth Registration:</b> Manage operations and escalation of issues; Questions pertaining to new birth registration, Home births, Corrections to birth certificates <b>under 1 year old</b>	Laura Shirk Kelsey Gray	(515) 281-3266 (515) 242-6332	Laura.Shirk@hhs.iowa.gov Kelsey.Gray@hhs.iowa.gov
<b>Paternity:</b> 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
<b>Request for Records/Verifications:</b> DHS, Military, Social Security Administration, VA, State/County Agencies	Lainda Drake	(515) 281-4507	Lainda.Drake@hhs.iowa.gov
<b>Additional Resources</b>	<b>Contact Name</b>	<b>Phone Number</b>	<b>Email</b>
<b>VitalChek:</b> Online Call Center for customers to Order Vital Records Hours 6am–7pm	Call Center Agent	(866) 809-0290	<i>Not Available</i>
<b>ACH Adjustments/Weekly Transmittals</b>	IVES Help Desk	(866) 309-0831	ACH@hhs.iowa.gov