

## Bureau of Health Statistics - Vital Records

	Contact Name	Phone Number	Email
<b>General Customer Line</b>	Vital Records Staff	(515) 281-4944	Not Available
<b>Bureau Chief</b>	Melissa Ellis	(515) 281-6762	Melissa.Ellis@idph.iowa.gov
<b>Registration and Issuance Unit Supervisor</b>	Sam Nichols	(515) 281-5002	Sammui.Nichols@idph.iowa.gov
<b>Legal Action and Data Management Unit Supervisor</b>	Jeri Southwick	(515) 725-2963	Jeri.Southwick@idph.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@idph.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@idph.iowa.gov

## Service Area

	Contact Name	Phone Number	Email
<b>Administrative Assistant-Issuance:</b> Manage Daily Issuance Operations and Escalations; Forward to State	Lori Hedstrand	(515) 281-7221	Lori.Hedstrand@idph.iowa.gov
<b>Administrative Assistant-Legal Actions:</b> Manage daily operations and escalations for Legal Actions; Fraud Investigations, County Verifications	TBA	(515) 281-5133	
<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@idph.iowa.gov Michele.Houston@idph.iowa.gov
<b>Fraud &amp; Security</b>	TBA Jeri Southwick	(515) 281-5133 (515) 725-2963	Jeri.Southwick@idph.iowa.gov
<b>Legal Actions:</b> Adoptions, Amendments, Delayed Records, Court orders, <b>over 1 year old</b> , County verifications	Cathie Brown Nathan Lawry	(515) 281-6263 (515) 281-5133	Cathie.Brown@idph.iowa.gov Nathan.Lawry@idph.iowa.gov
<b>Marriage:</b> Marriage Returns, and corrections to marriage records <b>within the first year</b>	Lainda Drake	(515) 281-4507	Lainda.Drake@idph.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@idph.iowa.gov Kelsey.Gray@idph.iowa.gov
<b>Paternity:</b> Processing affidavits, Rescissions, Court order paternity	Julio Ferreris Kelsey Gray	(515) 281-6687 (515) 242-6332	Julio.Ferreris@idph.iowa.gov Kelsey.Gray@idph.iowa.gov
<b>Request for Records/Verifications:</b> DHS, Military, Social Security Administration, VA, State/County Agencies	Lainda Drake	(515) 281-4507	Lainda.Drake@idph.iowa.gov

## Additional Resources

	Contact Name	Phone Number	Email
<b>VitalChek:</b> Online Call Center for customers to Order Vital Records Hours 6am–7pm	Call Center Agent	(866) 809-0290	Not Available
<b>ACH Adjustments/Weekly Transmittals</b>	IVES Help Desk	(866) 309-0831	ACH@idph.iowa.gov