

Vendor Call Protocol for Case Managers

1. Complete the Vendor Call Form currently posted on the OADS website/Waiver Forms page.
2. Save-As (Word document) onto your desktop or other folder.
3. Compose email to Vendor Call distributor. (Currently martha.l.owen@maine.gov)
4. Attach saved Vendor Call form to the email & send. Do not password-protect the document. No identifiable information is included on the form.
5. The VC Distributor will send it out to the Gov Delivery Vendor Call List Serve. Vendor Calls go to every subscriber/every service/every time.
6. The VC Distributor will forward the sent VC “courtesy copy” to the sending Case Manager and cc that Case Manager’s assigned Resource Coordinator.