

Got a question for the Operations staff? Here's who to contact!

Who	Email	Topics
Business Office	sdbusinessoffice@sdplus.org	<ul style="list-style-type: none"> - AZ Contract Questions - Follow up Reimbursements - Budget Questions
Human Resources	sdhumanresources@sdplus.org	<ul style="list-style-type: none"> - Staff injury reports - Benefits questions - Payments and reimbursements for mileage - Payroll resolutions - Support with policy questions
Insurance Billing Manager	sdinsurancebilling@sdplus.org	<ul style="list-style-type: none"> - New client authorizations - Notice of client's new insurance - Reauthorization information and questions - Insurance client billing - Questions that families may have about insurance - CAQH questions
Intake Coordinator	sdintakecoordinator@sdplus.org	<ul style="list-style-type: none"> - Questions about new clients and/or the process of intake for a new client - Questions/information for the wait list
Operations Administrators	operationsadmin@sdplus.org	<ul style="list-style-type: none"> - New hire paperwork

		<ul style="list-style-type: none"> - Renewal of certifications/required documents (first aid/CPR, car registration and insurance, RBT certification, diplomas, etc) - Tuition reimbursement - Driving bonus forms - Paychex questions
IT	IT Help Tickets (on employee website)	<ul style="list-style-type: none"> - Help with IT issues, included below: <ul style="list-style-type: none"> - Server help - JANE help - Email help - Work Computer help - PayChex IT help - S^D Cloud help - New user account or file upload help

Please Note:

- For questions/concerns about ethical policies and guidelines, please visit the S^D employees website and click on the ethics tab.
- Also found on the employee website are necessary forms, schedules, policies, archived Hooplas, the employee directory and the help portal.

NVT Specific Questions and Information:

- Please scan and send all forms to appropriate emails to ensure that it is received in a timely fashion as the folders are checked infrequently.
- Please include a subject line on emails sent from the copier to Human Resources (signs on how to do this are posted on the copier and surrounding wall)
 - Questions about job responsibilities should go to your supervisor
 - Client-specific questions should go to your program Behavior Analyst
- For questions about employment at SD (such as referring a friend for employment), please email Jimmy at jimmy.martin@sdplus.org
- Please refer to the purchase quick reference before filling out a purchase form or sending an email to the Williston Orderer at willistonordering@sdplus.org
 - Please email the SD scheduler for questions about schedules at sdscheduler@sdplus.org
 - Please, do not send emails to the SD Receptionist email as it is not checked.