

DHS News

Newsletter of the Allegheny County
Department of Human Services



September 2018

Kudos: Juane Tyler

A provider recently sent an email recognizing Juane Tyler, EPSDT and billing coordinator, for her quick action to ensure a child received their medication.

According to the email, the youth was admitted to a provider late in the afternoon, and although the caseworker had made attempts to have the child's prescriptions filled, the pharmacy denied three of them for insurance reasons. The provider contacted Juane around 4:21 p.m., and she "walked [staff] through the required process and offered, completed, and emailed the required forms to [the pharmacy] and was successful in getting all needed medications filled."

The email concludes, "We so much appreciated her assistance and her willingness to take the time to work it all through before she ended her work day! Great job, Juane!"