

Employee Contact List

Claims Assistance Number: (866) 393-6432

General Email Inquiries: OIECInbox@oiec.texas.gov

Website: oiec.texas.gov

OIEC Central Office (MS-50)

7551 Metro Center Drive, Suite 100, Austin, TX 78744-1609

Phone Number: (512) 804-4170

Fax Number: (512) 804-4181

Executive

| | | |
|---|----------------|--|
| Jessica Barta, Public Counsel | (512) 804-4170 | jessica.barta@oiec.texas.gov |
| Margot Arellano, Executive Assistant | (512) 804-4183 | margot.arellano@oiec.texas.gov |
| Andria Franco, Deputy Public Counsel | (512) 804-4170 | andria.franco@oiec.texas.gov |
| Alejandra Hernandez, Field Operations Coordinator | (512) 804-4176 | alejandra.hernandez@oiec.texas.gov |

Administration & Operations

| | | |
|---|----------------|--|
| Gina McCauley, General Counsel | (512) 804-4185 | gina.mccauley@oiec.texas.gov |
| Kathleen Contreras, Legal Service Assistant | (512) 804-4194 | kathleen.contreras@oiec.texas.gov |
| Dominique Daruvalla, Reporting Analyst | (512) 804-4188 | dominique.daruvalla@oiec.texas.gov |
| Sheila Henry, Human Resource Liaison | (512) 804-4190 | sheila.henry@oiec.texas.gov |

First Responder Liaison

| | | |
|----------------|----------------|--|
| Yolanda Garcia | (512) 804-4173 | firstresponderhelp@oiec.texas.gov |
|----------------|----------------|--|

OIEC FIELD OFFICES

ABILENE (MS-401)

1290 S. Willis, Suite 102, Abilene, TX 79605-4064

Main Number (866) 393-6432

Fax Number (325) 690-1118

Adriana Torres, Regional Manager Ext. 31366

adriana.torres@oiec.texas.gov

Christy Lackey, Admin Assistant Ext. 31356

christy.lackey@oiec.texas.gov

Ombudsman

Sharon Brammer, Team Lead Ext. 31250

sharon.brammer@oiec.texas.gov

Customer Service

Susie Robinson Ext. 31265

susie.robinson@oiec.texas.gov

AMARILLO (MS-402)

7112 W. Interstate 40, Bldg. D, Amarillo, TX 79106-2503

Main Number (866) 393-6432

Fax Number (806) 355-4874

Adriana Torres, Regional Manager Ext. 31366

adriana.torres@oiec.texas.gov

Christy Lackey, Admin Assistant Ext. 31356

christy.lackey@oiec.texas.gov

Ombudsman

Barbara Williams, Team Lead Ext. 31355

barbara.williams@oiec.texas.gov

Deisy Lopez Ext. 31350

deisy.lopez@oiec.texas.gov

Customer Service

AUSTIN (MS-301)

7551 Metro Center Drive, Suite 100, Austin, TX 78744

Main Number (866) 393-6432

Fax Number (512) 933-9828

Ombudsman

Enedina Aguirre, Team Lead Ext. 31450

enedina.aguirre@oiec.texas.gov

Nancy Alaquinez Ext. 31464

nancy.alaquinez@oiec.texas.gov

Michelle Curtis Ext. 31457

michelle.curtis@oiec.texas.gov

Damon Edgerton Ext. 31451

damone.edgerton@oiec.texas.gov

Customer Service

Shonda Barnes-Mack Ext. 31466

shonda.barnes-mack@oiec.texas.gov

Maria Davis Ext. 44174

maria.davis@oiec.texas.gov

BEAUMONT (MS-201)

Appointments only site

Concord Square Office Park, 6430 Concord Rd., Beaumont, TX 77708-4315

Main Number (866) 393-6432

OIEC Fax Number (409) 899-4168

| | | |
|-------------------------------|------------|--|
| Topaz Lantz, Regional Manager | Ext. 37554 | topaz.lantz@oiec.texas.gov |
| Betty Olson, Admin Assistant | Ext. 37551 | betty.olson@oiec.texas.gov |

Ombudsman

| | | |
|----------------------|------------|--|
| Mary Hamm, Team Lead | Ext. 31652 | mary.hamm@oiec.texas.gov |
|----------------------|------------|--|

| | | |
|---------------|------------|--|
| Debra Setliff | Ext. 31650 | debra.setliff@oiec.texas.gov |
|---------------|------------|--|

Customer Service

| | | |
|--------------|------------|--|
| Diana Malone | Ext. 31665 | diana.malone@oiec.texas.gov |
|--------------|------------|--|

CORPUS CHRISTI (MS-302)

5155 Flynn Parkway, Suite 218, Corpus Christi, TX 78411-4316

Main Number (866) 393-6432

Fax Number (361) 881-8165

| | | |
|-----------------------------------|------------|--|
| Mary Watkins, Regional Manager | Ext. 33251 | mary.watkins@oiec.texas.gov |
| Milissa Olivares, Admin Assistant | Ext. 33266 | milissa.olivares@oiec.texas.gov |

Ombudsman

| | | |
|----------------------------|------------|--|
| Lori Ann Garcia, Team Lead | Ext. 31852 | lori.garcia@oiec.texas.gov |
|----------------------------|------------|--|

| | | |
|----------------------|------------|--|
| Lucy Iglesias-Garcia | Ext. 31851 | lucy.iglesias-garcia@oiec.texas.gov |
|----------------------|------------|--|

Customer Service

| | | |
|-------------|------------|--|
| Mercy Ramos | Ext. 31866 | mercy.ramos@oiec.texas.gov |
|-------------|------------|--|

DALLAS (MS-101)

1515 W. Mockingbird Lane, Ste. 100, Dallas, TX 75235-5069

Main Number (866) 393-6432

Fax Number (214) 351-2146

| | | |
|------------------------------------|------------|--|
| Catherine Ripley, Regional Manager | Ext. 32550 | catherine.ripley@oiec.texas.gov |
|------------------------------------|------------|--|

Ombudsman

| | | |
|------------------------|------------|--|
| Terry Lopez, Team Lead | Ext. 32551 | terry.lopez@oiec.texas.gov |
|------------------------|------------|--|

| | | |
|--------------|------------|--|
| Renee Brooks | Ext. 32557 | renee.brooks@oiec.texas.gov |
|--------------|------------|--|

| | | |
|---------------|------------|--|
| Victor Montes | Ext. 32561 | victor.montes@oiec.texas.gov |
|---------------|------------|--|

| | | |
|--------------|------------|--|
| Ed Rodriguez | Ext. 32554 | ed.rodriguez@oiec.texas.gov |
|--------------|------------|--|

| | | |
|--------------|------------|--|
| Gavin Thorne | Ext. 32553 | gavin.thorne@oiec.texas.gov |
|--------------|------------|--|

Customer Service

| | | |
|------------------|------------|--|
| Christanya Ely | Ext. 32566 | christanya.ely@oiec.texas.gov |
| Craig Hawkins | Ext. 32568 | craig.hawkins@oiec.texas.gov |
| Jackiee Hinojosa | Ext. 32565 | jackiee.hinojosa@oiec.texas.gov |
| Lidia Loredo | Ext. 32567 | lidia.loredo@oiec.texas.gov |

DENTON (MS-102)

625 Dallas Dr., Suite 475, Denton, TX 76205-7289
Main Number (866) 393-6432
Fax Number (940) 591-6524

| | | |
|----------------------------------|------------|--|
| Adriana Torres, Regional Manager | Ext. 31366 | adriana.torres@oiec.texas.gov |
| Christy Lackey, Admin Assistant | Ext. 31356 | christy.lackey@oiec.texas.gov |

Ombudsman

| | | |
|---------------------------|------------|--|
| Manuel, Melody, Team Lead | Ext. 31951 | melody.manuel@oiec.texas.gov |
| Enedina Medina | Ext. 31953 | enedina.medina@oiec.texas.gov |

Customer Service

| | | |
|------------------|------------|--|
| Maria Montgomery | Ext. 31965 | maria.montgomery@oiec.texas.gov |
| Pam Rhoden | Ext. 31967 | pamela.rhoden@oiec.texas.gov |

EL PASO (MS-403)

El Paso State Office Building,
401 Franklin Avenue, Suite 330, El Paso, TX 79901-1250
Main Number (866) 393-6432
Fax Number (915) 351-5273

| | | |
|----------------------------------|------------|--|
| Yolanda Garcia, Regional Manager | Ext. 32266 | yolanda.garcia@oiec.texas.gov |
| Cynthia Sanchez, Admin Assistant | Ext. 32254 | cynthia.sanchez@oiec.texas.gov |

Ombudsman

| | | |
|------------------------|------------|--|
| Suky Lozoya, Team Lead | Ext. 32051 | suky.lozoya@oiec.texas.gov |
| Melinda Guerra | Ext. 32066 | melinda.guerra@oiec.texas.gov |
| Myra Luna | Ext. 32052 | myra.luna@oiec.texas.gov |
| Claudia Rojas | Ext. 32053 | claudia.rojas@oiec.texas.gov |

Customer Service

| | | |
|-----------------|------------|--|
| Maria Castaneda | Ext. 32065 | maria.castaneda@oiec.texas.gov |
| Irma Delgado | Ext. 32067 | irma.delgado@oiec.texas.gov |

FORT WORTH (MS-103)

6900 Anderson Blvd., Suite 200, Fort Worth, TX 76120-3030
Main Number (866) 393-6432
Fax Number (817) 457-2362

| | | |
|------------------------------|------------|--|
| JoAnn Flores, Reg. Manager | Ext. 33553 | joann.flores@oiec.texas.gov |
| Lana Kelsey, Admin Assistant | Ext. 33557 | lane.kelsey@oiec.texas.gov |

Ombudsman

| | | |
|--------------------------------|------------|--|
| Alisa O'Neal, Acting Team Lead | Ext. 33559 | alisa.oneal@oiec.texas.gov |
| Brenda Alvarez | Ext. 33554 | brenda.alvarez@oiec.texas.gov |
| Darlina Cornejo | Ext. 33561 | darlina.lozoya-cornejo@oiec.texas.gov |
| Kerri Cryan | Ext. 33556 | kerri.cryan@oiec.texas.gov |
| Catherine Johns | Ext. 33551 | catherine.johns@oiec.texas.gov |
| DeLois McQueen | Ext. 33562 | delois.mcqueen@oiec.texas.gov |
| Leigh Provost | Ext. 33558 | leigh.provost@oiec.texas.gov |
| Camille Thrasher | Ext. 33552 | camille.thrasher@oiec.texas.gov |

Customer Service

| | | |
|--------------|------------|--|
| Jeanie Burns | Ext. 33567 | jeanie.burns@oiec.texas.gov |
|--------------|------------|--|

HOUSTON EAST (MS-207)

Elias Ramirez Building, 5425 Polk Street, Suite 130, Houston, TX 77023-1454

Main Number (866) 393-6432

Fax Numbers (713) 514-0712

| | | |
|--|------------|--|
| Sandra Frausto-Gomez, Acting Regional Manager | Ext. 36561 | sandra.frausto-gomez@oiec.texas.gov |
|--|------------|--|

Ombudsman

| | | |
|---------------------------------|------------|--|
| Lessie Morris, Acting Team Lead | Ext. 36551 | lessie.morris@oiec.texas.gov |
| Jakeiesha Haynes | Ext. 36557 | jakeiesha.haynes@oiec.texas.gov |
| Jan Hein | Ext. 36553 | jan.hein@oiec.texas.gov |
| Jose Medrano | Ext. 36565 | jose.medrano@oiec.texas.gov |
| Laura Reubens | Ext. 36559 | laura.reubens@oiec.texas.gov |

Ombudsman Associates

| | | |
|----------------|------------|--|
| LaToya Randall | Ext. 36552 | Latoya.Randall@oiec.texas.gov |
|----------------|------------|--|

Customer Service

| | | |
|------------------|------------|--|
| Vanessa Alabi | Ext. 36568 | vanessa.alabi@oiec.texas.gov |
| Pat Estrada | Ext. 36567 | pat.estrada@oiec.texas.gov |
| Dolores Garcia | Ext. 36556 | dolores.garcia@oiec.texas.gov |
| Rosaline Godfrey | Ext. 36555 | rosaline.godfrey@oiec.texas.gov |

HOUSTON WEST (MS-204)

350 North Sam Houston Parkway East, Suite 110, Houston, TX 77060-3318

Main Number (866) 393-6432

Fax Numbers (281) 272-0991

| | | |
|-------------------------------|------------|--|
| Topaz Lantz, Regional Manager | Ext. 37554 | topaz.lantz@oiec.texas.gov |
| Betty Olson, Admin Assistant | Ext. 37551 | betty.olson@oiec.texas.gov |

Ombudsman

| | | |
|--------------------|------------|--|
| Rosa Estrada | Ext. 37550 | rosa.estrada@oiec.texas.gov |
| Jocelyn Franco | Ext. 37553 | jocelyn.franco@oiec.texas.gov |
| Latricia Frederick | Ext. 37559 | latricia.frederick@oiec.texas.gov |
| Julie Ramirez | Ext. 31251 | julie.ramirez@oiec.texas.gov |
| Debra Villegas | Ext. 37552 | debra.villegas@oiec.texas.gov |

Ombudsman Associates

| | | |
|--------------|------------|--|
| Irma Acevedo | Ext. 37557 | irma.acevedo@oiec.texas.gov |
|--------------|------------|--|

Customer Service

| | | |
|-----------------|------------|--|
| Yvonne Gonzales | Ext. 37567 | yvonne.gonzales@oiec.texas.gov |
|-----------------|------------|--|

LAREDO (MS-304)

500 E. Mann Rd. Ste. B-2, Laredo, TX 78041-3605
Main Number (866) 393-6432
Fax Number (956) 718-2105

| | | |
|-----------------------------------|------------|--|
| Mary Watkins, Regional Manager | Ext. 33251 | mary.watkins@oiec.texas.gov |
| Milissa Olivares, Admin Assistant | Ext. 33266 | milissa.olivares@oiec.texas.gov |

Ombudsman

| | | |
|--------------------------|------------|--|
| Elvia Melchor, Team Lead | Ext. 32155 | elvia.melchor@oiec.texas.gov |
| Gladys Salinas | Ext. 32151 | gladys.salinas@oiec.texas.gov |

LUBBOCK (MS-404)

22 Briercroft Office Park, Suite A, Lubbock, TX 79412-3089
Main Number (866) 393-6432
Fax Number (806) 765-5315

| | | |
|----------------------------------|------------|--|
| Yolanda Garcia, Regional Manager | Ext. 32266 | yolanda.garcia@oiec.texas.gov |
| Cynthia Sanchez, Admin Assistant | Ext. 32254 | cynthia.sanchez@oiec.texas.gov |

Ombudsman

| | | |
|----------------------------|------------|--|
| Daniel Berlanga, Team Lead | Ext. 32253 | daniel.berlanga@oiec.texas.gov |
| Ramiro Aguilar | Ext. 32265 | ramiro.aguilar@oiec.texas.gov |

LUFKIN (MS-205)

310 Harmony Hill Drive, Suite 100, Lufkin, TX 75901-5953
Main Number (866) 393-6432
Fax Number (936) 639-6423

| | | |
|-------------------------------|------------|--|
| Topaz Lantz, Regional Manager | Ext. 37554 | topaz.lantz@oiec.texas.gov |
| Betty Olson, Admin Assistant | Ext. 37551 | betty.olson@oiec.texas.gov |

Ombudsman

| | | |
|----------------------------|------------|--|
| Marisa Guerrero, Team Lead | Ext. 32355 | marisa.guerrero@oiec.texas.gov |
| Reba Hutson | Ext. 32350 | reba.hutson@oiec.texas.gov |

Customer Service

Marie Garcia Ext. 32365 marie.garcia@oiec.texas.gov

MIDLAND (MS-405)

4500 W. Illinois Ave., Suite 315, Midland, TX 79703-5486

Main Number (866) 393-6432

Fax Number (432) 699-4518

Yolanda Garcia, Regional Manager Ext. 32266 yolanda.garcia@oiec.texas.gov
Cynthia Sanchez, Admin Assistant Ext. 32254 cynthia.sanchez@oiec.texas.gov

Ombudsman

Alma Rogers, Team Lead Ext. 32451 alma.rogers@oiec.texas.gov
Eric Evaro Ext. 32465 eric.evaro@oiec.texas.gov

SAN ANGELO (MS-407)

622 S. Oakes St., Ste. M, San Angelo, TX 76903-7013

Main Number (866) 393-6432

Fax Number (325) 657-0605

Adriana Torres, Regional Manager Ext. 31366 adriana.torres@oiec.texas.gov
Christy Lackey, Admin Assistant Ext. 31356 christy.lackey@oiec.texas.gov

Ombudsman

Sylvia Hernandez, Team Lead Ext. 32850 sylvia.hernandez@oiec.texas.gov
Vickie Rivero Ext. 32855 vickie.rivero@oiec.texas.gov

Customer Service

Mary Costilla Ext. 32865 mary.costilla@oiec.texas.gov

SAN ANTONIO (MS-305)

The Brownwood Building, 4440 S. Piedras Dr., Suite 205, San Antonio, TX 78228-1217

Main Number (866) 393-6432

Fax Number (210) 593-0116

Leonor Carlos, Acting Reg. Manager Ext. 31552 leonor.carlos@oiec.texas.gov

Ombudsman

Loretta Blount, Acting Team Lead Ext. 31553 loretta.blount@oiec.texas.gov
Marissa Cardenas Ext. 31558 marissa.cardenas@oiec.texas.gov
Kindrea Cuellar Ext. 31566 kindrea.cuellar@oiec.texas.gov
Jennie Estrada Ext. 31554 jennie.estrada@oiec.texas.gov
Erica Gomez Ext. 31564 erica.gomez@oiec.texas.gov
Cindy Nava Ext. 31555 cindy.nava@oiec.texas.gov

Ombudsman Associates

Irene (Janie) Puente Ext. 31562 irene.puente@oiec.texas.gov

Customer Service

| | | |
|---------------------|------------|--|
| Sandra Guzman | Ext. 31565 | sandra.guzman@oiec.texas.gov |
| Alejandrina McBride | Ext. 31569 | alejandrina.mcbride@oiec.texas.gov |
| Amy Ortiz | Ext. 31568 | amy.ortiz@oiec.texas.gov |

TYLER (MS-209)

3800 Paluxy Dr., Suite 570, Tyler, TX 75703-1665
Main Number (866) 393-6432
Fax Number (903) 939-0236

| | | |
|------------------------------|------------|--|
| JoAnn Flores, Reg. Manager | Ext. 33553 | joann.flores@oiec.texas.gov |
| Lana Kelsey, Admin Assistant | Ext. 33557 | lane.kelsey@oiec.texas.gov |

Ombudsman

| | | |
|--------------------------|------------|--|
| Pattie Ayling, Team Lead | Ext. 32050 | pattie.ayling@oiec.texas.gov |
| Sara G. Alvarado | Ext. 32965 | sarag.alvarado@oiec.texas.gov |
| Khaleelah Waalee | Ext. 32953 | khaleelah.waalee@oiec.texas.gov |

WACO (MS-105)

801 Austin Ave., Suite 840, Waco, TX 76701-1937
Main Number (866) 393-6432
Fax Number (254) 755-7594

| | | |
|------------------------------------|------------|--|
| Catherine Ripley, Regional Manager | Ext. 32550 | catherine.ripley@oiec.texas.gov |
| Rhonda Soularie, Admin. Assistant | Ext. 32558 | Rhonda.Soularie@oiec.texas.gov |

Ombudsman

| | | |
|--------------------------|------------|--|
| Irene Nichols, Team Lead | Ext. 33153 | irene.nichols@oiec.texas.gov |
| Kristina Godinez | Ext. 33152 | kristina.puente@oiec.texas.gov |

WESLACO (MS-303)

1108 W. Pike Blvd., Weslaco, TX 78596-4651
Main Number (866) 393-6432
Fax Number (956) 447-4586

| | | |
|-----------------------------------|------------|--|
| Mary Watkins, Regional Manager | Ext. 33251 | mary.watkins@oiec.texas.gov |
| Milissa Olivares, Admin Assistant | Ext. 33266 | milissa.olivares@oiec.texas.gov |

Ombudsman

| | | |
|----------------------------|------------|--|
| Sergio Balderas, Team Lead | Ext. 33255 | sergio.balderas@oiec.texas.gov |
| Alicia Fuentes | Ext. 33254 | alicia.fuentes@oiec.texas.gov |
| Diana Pena | Ext. 33250 | diana.pena@oiec.texas.gov |
| Idalia Rodriguez | Ext. 33258 | idalia.rodriguez@oiec.texas.gov |
| Lucero Sosa | Ext. 33253 | lucero.sosa@oiec.texas.gov |

Customer Service

| | | |
|---------------|------------|--|
| Celia Cuellar | Ext. 33256 | celia.cuellar@oiec.texas.gov |
|---------------|------------|--|