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To Whom it may
Concern:

I have been able to call on
Liz Killeen at RI PW for almost
20 yrs. Not only is she an
excellent resource for information,
phone numbers & contacts, the moral
support & sense of security
provided is indispensable.

~~Liz~~ Liz has helped me in
many situations concerning
DHS & Medicaid. In one
instance DHS sent me a letter
saying I was no longer eligible
for medicaid after I had
just ^{been} certified! People ~~were~~
trying to call DHS, were on hold for
6-7 hours, or waiting in line for

similar lengths of time if they
went in person. LIZ was able to
connect with DHS + correct
their mistake. It was a very
stressful situation.

In another instance
I was being charged a
co-pay by a physical Therapy
company. When I finally
asked Liz about this she made
~~me~~ me aware that I
couldn't be charged co-pays by
anyone bc I was a QMB.
It took over a year, many
phone calls to many different
people + a lot of aggravation,
but I was finally refunded
over \$400 that had been over-
charged.
w/out Liz's calm assertiveness +
resistance I would've been unable
to accomplish this on my own.

RIPN provides an invaluable
service to those that need
help the most. Star Dandy