

CMS Access Administrators (CAAs)

CAAs are available to assist all users. Contact them for assistance with applying for a CMS UserID, password resets, and general access questions.

If you are a:	See page:
CMS Employee or Commissioned Corp Employee Stationed at a Regional Office	3
CMS Employee or Commissioned Corp Employee Stationed at Central Office	4
Consolidated IT Infrastructure Contract (CITIC)	1
Enterprise Data Center (EDC)	1
Contractor (Non-Medicare) and your CMS Project Officer Resides at a Regional Office	3
Contractor (Non-Medicare) and your CMS Project Officer Resides at Central Office	4
End-Stage Renal Disease (ESRD) Network	1
Federal Employee (Other than CMS or Commissioned Corp)	1
Medicare Contractor/Intermediary/Carrier (MCIC)	10
Medicare Advantage/Medicare Advantage with Prescription Drug/Prescription Drug Plan/Cost Contract/Managed Care Organization/Group Health Plan	2
Program Safeguard Contractor (PSC)	2
Quality Improvement Organization (QIO)	2
Researcher and your CMS Project Officer Resides at a Regional Office	3
Researcher and your CMS Project Officer Resides at Central Office	4
State Agencies	3
None of the Above, but your CMS Project Officer Resides at a Regional Office	3
None of the Above, but your CMS Project Officer Resides at Central Office	4

If you are unable to reach your CAA, or cannot determine who your CAA is,
contact the CMS IT Service Desk at 1-800-562-1963.

<u>CONSOLIDATED IT INFRASTRUCTURE CONTRACT</u> (CITIC) (CITICG)	Joan Williams Jean Parker	410-496-9800 410-496-9800
<u>ENTERPRISE DATA CENTER (EDC)</u> CDS (COMPANION DATA SERVICES)	Billy Knapper	803-264-5854
EDS (ELECTRONIC DATA SYS)	Lisa Klein Francine Norris	607-204-0505 706-556-2799
<u>END-STAGE RENAL DISEASE (ESRD) NETWORK</u> (ESRDG)	Sharon Ann Hargrove Melvin Lindsay	410-786-6745 410-786-0067
<u>FEDERAL EMPLOYEES (OTHER THAN CMS EMPLOYEES OR COMMISSIONED CORP)</u>		
<u>BALTIMORE HUMAN RESOURCES CENTER</u> of DHHS (BHRCG)	Kim Presco	410-786-5513
CENTERS FOR DISEASE CONTROL (CDC) (DISCNTLG)		
DEPT OF HEALTH & HUMAN SERVICES (HHS) (HHSDEPTG)	Bernadette McDonald	410-786-6922
DEPT OF JUSTICE (ATTY GENERAL/DEA/FBI) (DOJGRP)	Nancy Gamble	410-786-3035
GENERAL ACCOUNTING OFFICE (GAO) (GAOALLG)	Bernadette McDonald	410-786-6922
GENERAL SERVICES ADMINISTRATION (GSA) (GENSERVG)	N/A	
INTERNAL REVENUE SERVICE (IRS) (IRSGRP)	Nancy Gamble	410-786-3035
OFFICE OF THE GENERAL COUNSEL (OGC) (GENCNSLG)	Mary Valenti	410-786-9019
OFFICE OF THE INSPECTOR GENERAL (OIG) <u>OIG</u> (OIGOIG)	Paul Melville Jeff Bullock	410-786-7110 410-786-7110
<u>OAS</u> (OIGOASG)	Stephen Conway Huyen Nguyen	617-565-2946 214-767-4380
<u>OEI</u> (OIGOEIG)	David Graf Scott Horning	410-786-9607 410-786-2681
RAILROAD RETIREMENT BOARD (RRB) (RRRBRDG)	Naomi Rappaport Dave Hogsten	410-786-2175 410-786-6915
SOCIAL SECURITY ADMINISTRATION (SSA) (SOCSECG)	Mark Matthews Naomi Rappaport	410-786-0458 410-786-2175
VETERAN'S ADMINISTRATION (VA) (VETADMG)	N/A	

MEDICARE ADVANTAGE/MEDICARE ADVANTAGE WITH PRESCRIPTION DRUG/PRESCRIPTION DRUG PLAN/COST CONTRACT/MANAGED CARE ORG/GROUP HEALTH PLAN (MCOGHPG)

ACCESSING ONLY HPMS

*Send forms to,
CMS, 7500 Security Blvd,
Mailstop C4-14-21,
Baltimore, MD 21244*

Yvette Cooper	410-786-5644
Don Freeburger	410-786-4586
Neetu Jhagwani	410-786-2548

PROGRAM SAFEGUARD CONTRACTOR (PSC)
(PGMSAFEG)

Nancy Gamble	410-786-3035
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*Send forms to
Program Integrity RGA at CMS,
7500 Security Blvd,
Mailstop C3-02-16,
Baltimore, MD 21244*

QUALITY IMPROVEMENT ORGANIZATION (QIO)
(QUALIMPG)

Melvin Lindsay	410-786-0067
Sharon Ann Hargrove	410-786-6745

CMS Regional Offices

Non-Medicare Contractors, Intermediaries/Carriers, Researchers, State Agencies and Others: Contact a CAA in the region where your CMS Project Officer or Contract Manager resides.

<u>REGION I - BOSTON (CT/ME/MA/NH/RI/VT)</u> JFK Federal Building, Suite 2325, Boston, MA 02203 (JFKBOS)	William Wong Kevin Pryse Joe Macone	617-565-3628 617-565-3184 617-565-9161
<u>REGION II - NEW YORK (NJ/NY/PR/VI)</u> 26 Federal Plaza, Room 3811, New York, NY 10278 (JKJNYC)	Moshe Schneider Craig Wiley Digna De Jesus	212-616-2218 212-616-2235 212-616-2251
<u>REGION III - PHILADELPHIA (DE/DC/MD/PA/VA/WV)</u> Public Ledger Building, Suite 216, 150 S. Independence Mall West, Philadelphia, PA 19106 (PHIPLB)	Bruce Bittenbender Kathy Lacey Bill Singer	215-861-4274 215-861-4233 215-861-4180
<u>REGION IV - ATLANTA (AL/NC/SC/FL/GA/KY/MS/TN)</u> Atlanta Federal Center, Suite 4T20, 61Forsyth Street SW, Atlanta, GA 30303 (AFC)	Peter Barile Kim Bucklen Gayle Ransom	404-562-7161 404-562-7158 404-562-7156
<u>REGION V - CHICAGO (IL/IN/MI/MN/OH/WI)</u> 233 North Michigan Avenue, Suite 600, Chicago, IL 60601 (CHIICB)	Jim Burke Clarence Hawkins Ron Wat	312-353-4240 312-353-3878 312-886-5914
<u>REGION VI - DALLAS (AR/LA/NM/OK/TX)</u> 1301 Young Street, Room 714, Dallas, TX 75202 (DAL1301)	Mareda Molock Ismael LopezCardona	214-767-6461 214-767-6406
<u>REGION VII - KANSAS CITY (IA/KS/MO/NE)</u> 601 E. 12th Street, Room 235, Kansas City, MO 64106 (FOBKAN)	Paul Raikula Kevin K Wright	816-426-6335 816-426-5233
<u>REGION VIII - DENVER (CO/MT/ND/SD/UT/WY)</u> 1600 Broadway, Suite 700, Denver, CO 80202 (DENCBSB)	Charlene Finney Wei Tao	303-844-7483 303-844-1525
<u>REGION IX - SAN FRANCISCO (AS/AZ/CA/GU/HI/MP/NV)</u> 75 Hawthorne Street, Room 401, San Francisco, CA 94105 (HWTHRN)	Dyana Lew Richard Shirasawa Manuela Blandino	415-744-3680 415-744-3712 415-744-3508
<u>REGION X - SEATTLE (AK/ID/OR/WA)</u> 2201 Sixth Avenue, Mail Stop RX-41, Seattle, WA 98121 (BLNCH)	Debra Snyder Debbie K Hinckley	206-615-2308 206-615-2415

CMS Central Office (CENTRAL / NORTH / SOUTH / LBDCO / COHEN / HHH)

Non-Medicare Contractors, Researchers and Others: Contact a CAA in the organization where your CMS Project Officer resides.

Office of the Administrator (OFFADMG) FA	Tom Heidebrecht	410-786-1208
	Michael Warfield	410-786-0508
	Catherine Tabor	410-786-3170
	Patricia Willis	202-690-6726
Office of External Affairs (PRESSG) FAC	Regina Fletcher	410-786-3293
	William Mark	410-786-2620
	Carol Sampson	410-786-3210
	Molly Bever	410-786-6401
	Cathi Boyce	410-786-6532
	Kelly Miller	410-786-3038
	Wendy Clark	410-786-9509
	Doris Davis	410-786-5915
	Diana Arrabal	410-786-1817
	April Wideman	410-786-1817
	Lisa Sokol	202-401-3135
	Florence Jackson	202-690-6145
Tijuana Madison	202-690-6114	
Center for Drug and Health Plan Choice (BENCHCG) FAE	Naomi Burrell	410-786-1027
	Anita Gleimer	410-786-3359
Business Operations Staff (CBCBOSG) FAE2	Anita Gleimer	410-786-3359
	Naomi Burrell	410-786-1027
Medicare Drug Benefit and C & D Data Group (CBCMDBG) FAEH	Stacie McBride	410-786-5492
	Barbara Crawley	410-786-6590
	Don Freeburger	410-786-4586
	Yvette Cooper	410-786-5644
	Neetu Jhagwani	410-786-2548
	Ana Nunez-Poole	410-786-3370
Medicare Drug and Health Plan Contract Administration GP (CBCMAG) FAEK	Jack Healey	410-786-3683
	Russell Hendel	410-786-0329
	Geralyn Glenn	410-786-0973
Medicare Enrollment and Appeals Group (CBCMEAG) FAEM	Dave Hogsten	410-786-6915
	Kathy McCracken	410-786-7487
	Naomi Rappaport	410-786-2175
	Anita Denion	410-786-7022
	Cyqwenitha Boyd	410-786-5875
	Liz Hosna	410-786-4993
Medicare Plan Payment Group (CBCMPPG) FAEP	Angela Porter-James	410-786-3367
	Ed Howard	410-786-6368
	Dawn Arnold	410-786-6337
	Sarah Brown	410-786-6358
	Francine Jordan	410-786-6506
	Sue Hartmann	410-786-6192
	Joseph Hefter	410-786-5751
	Richard Kim	410-786-3041

Office of Legislation (OFFLEGG) FAF	Martha Taylor	202-690-8169
Center for Medicare Management (MEDMGNTG) FAH	Kia Sidbury	410-786-7816
Executive Secretariat (CMMESG) FAH5	Denise Weatherbee Tinika Jennings	410-786-5605 410-786-6985
Program Support Staff (CMMPSG) FAH2	Kia Sidbury	410-786-7816
Hospital & Ambulatory Policy Group (CMMHAPG) FAHA	Rita Holmes Virginia Strauch	410-786-5642 410-786-8450
Chronic Care Policy Group (CMMCCPG) FAHB	Rita Holmes Kia Sidbury	410-786-5642 410-786-7816
Provider Billing Group (CMMPBEG) FAHC	Frank Mundell Mary Glass	410-786-6961 410-786-3589
Medicare Contractor Management Group (CMMMCMG) FAHG	Ken Bavaria Gloria Stedding Daisy Wheatley Mia Minion	410-786-3003 410-786-8520 410-786-5137 410-786-0876
Provider Communications Group (CMMPCG) FAHH	Louise Fritz Celia Shaunessy	410-786-5973 410-786-6620
Office of Equal Opportunity & Civil Rights (OFFEQOPG) FAJ	Tana Hicks	410-786-1016
Office of Research, Development and Information (OFFRDIG) FAK	Deborah Kidd	410-786-7204
Research and Evaluation Group (OFFRDIG) FAKA	Chuck Herboldsheimer	410-784-0250
Medicare Demonstrations Group (OFFRDIG) FAKG	Claudia Lamm	410-786-3421
Div of Survey Management & Data Release (OFFRDIG) FAKH2	Michael Slater	410-786-0117
Div of Information Development & Analysis (OFFRDIG) FAKH3	Michael Slater	410-786-0117
Office of Clinical Standards & Quality (OFFCLSTG) FAM	Sharon Ann Hargrove Melvin Lindsay	410-786-6745 410-786-0067
Coverage & Analysis Group (COVANLYG) FAMD	Dan Babish	410-786-6607
Quality Measurement & Health Assessment Group (QUALMESG) FAMJ	n/a	
Office of the Actuary (OFFACTG) FAN	John Klemm Greg Savord Joseph Brenner	410-786-7914 410-786-1521 410-786-6262

Center for Medicaid & State Operations (CMEDICDG) FAS	William Holland	410-786-6443
	Clarice Williams	410-786-3344
	Chris Kessler	410-786-7168
	Bary Slovikosky	410-786-2107
	Angela Taube	410-786-2638
	Cheryl Cooper	410-786-8624
	Raymond Unterbrink	410-786-6768
	John Bledsoe	410-786-1003
Policy Coordination & Planning Group (CMEDICDG) FASB-PCPG	Katurah Spence	410-786-1617
Family & Childrens Health Program Group (CMEDICDG) FASD-FCHPG	Sharonda Buress Sherry Reich	410-786-6127 410-786-6612
Finance, Systems & Budget Group (CMEDICDG) FASJ-FSBG	n/a	
Disabled & Elderly Health Programs Group (CMEDICDG) FASE-DEHPG	Beth Lloyd	410-786-3685
EOD Administration	Sheila Mulligan Terry Slaughter Elaine Rees LaVerne Gilmore	410-786-4172 410-786-2178 410-786-0968 410-786-5565
Office of Operations Management (OFFOPMNG) FAY	Sarah Mobley Sam Meagher	410-786-7421 410-786-4291
Administrative Programs Systems Staff (OOM/APSS) FAY5	Harriet Cohen Jeffrey Stedding	410-786-0733 410-786-0754
Management of Operations Staff (OOM/MOS) FAY8	Sarah Mobley Sam Meagher	410-786-7421 410-786-4291
Administrative Services Group (OOMASG) FAYD	Kelly Miller	410-786-3038
Office of Hearings (OOMOH) FAYH	Martin Grimm Carol Fox	410-786-6042 410-786-8862
Security Emergency Management Group (OOMOH) FAYJ	Ken Olga	410-786-4067
Planning & Performance Management & Analysis (OOMEPMAG)FAYK	Roy Tembi	410-786-6321
Human Capital Management Group (OOMLRG) FAYM	Elaine Rees LaVerne Gilmore	410-786-0968 410-786-5565
Office of Information Services (OFFINFSG) FBB	Billie Jo Brown	410-786-3306
Executive Office Staff (OISEOS) FBB2	Billie Jo Brown Margaret Ford	410-786-3306 410-786-7065

Enterprise Database Group (OISEDG) FBBP	Gloria Gantt	410-786-3684
	Bernadette McDonald	410-786-6922
	Barbara Roth	410-786-1857
	Yadira Sanchez	410-786-0603
	Jim Harrison	410-786-6197
	Warren Kring	410-786-2895
	Jennifer La Barbera	410-786-1435
	Kathy Ranshous	410-786-0958
	Marcus Koenig	410-786-5309
	Adam Driscoll	410-786-3549
Business Applications Management Group (OISBAMG) FBBQ	Carla Jones-Green	410-786-2029
	Patricia Jones	410-786-0483
	Pat Ruther	410-786-0182
	Rose Barton	410-786-1893
	Vince Galiano	410-786-6319
	Indria Robinson	410-786-6155
	Mark Matthews	410-786-0458
	Ralph Ballman	410-786-2180
Information Services Design and Development Group (OISISDD) FBBR	Peggy Haire	410-786-6944
	Regina Shock	410-786-3235
	Ashley D Corbin	410-786-5775
	Ruth Salcedo	410-786-2879
	John Caplinger	410-786-6012
	James Kittle	410-786-0737
	Sharon Baker	410-786-2999
	Robert Burger	410-786-2125
David Logan	410-786-2889	
Division of Requirements & Validation (OISDRV) FBBR3	Joyce Mahan	410-786-6104
Enterprise Data Center Group (OISEDG) FBBS	Carla Layne	410-786-6795
	Nancy Peschau	410-786-6008
	Slava Shubinsky	410-786-3017
	Robert Sears	410-786-5956
Enterprise Architecture and Strategy Group (OISEASG) FBBT	Betty Davis	410-786-2979
	Thao Le	410-786-3360
	Desmond Young	410-786-5113
	Kathy Heuschele	410-786-2980
Office of Financial Management (OFFFINMG) FBC	Paul Rigney	410-786-0752
	Pam Shaw	410-786-6550
Budget & Analysis Group (OFMBAG) FBCA	Pam Shaw	410-786-6550
	Hallie Wyatt	410-786-7529
Div of Budget Management & Execution (OFMBAG) FBCA5	Debbie Thompson	410-786-7546

Program Integrity Group (OFMPIG) FBCC	Nancy Gamble Lakeisha McClendon Marnie Dorsey Faye C Starceovich Andrea R Hamilton Delores Nichols Alison Grove	410-786-3035 410 786-2286 410-786-5942 312-353-9858 410-786-7702 410-786-7835 410-786-9944
Accounting Management Group (OFMAMG) FBCF	Christopher Cox Alex Williamson	410-786-1938 410-786-3196
Financial Services Group (OFMFSG) FBCG	Milton Jacobson Jim Logan	410-786-7553 410-786-7625
HIGLAS Program Office (HPGMOFFG) FBDA	Scott Brown Christopher McMahon Paul Rigney Pam Shaw Elaine Wigginton Glenn Johnson Duana Hudson Steven Hornsby	410-786-1024 410-786-6439 410-786-0752 410-786-6550 410-786-0760 410-786-7433 410-786-2626 410-786-5963
Office of Strategic Operations & Regulatory Affairs (OSORAG) FGA	Adrie Neal Barbara Beckman	410-786-4191 410-786-9190
Freedom of Information Group (OSORAFIG) FGAC	Samuel Seidman	410-786-3327
Office of E-Health Standards & Services (OFFESSG) FHA	Mary Jo Cook Angelic Squire	410-786-4160 410-786-2967
Office of Acquisition & Grants Management (OFFAGMG) FKA	Sharon Jackson-Hall Cassandra Worsham	410-786-9280 410-786-1850
Office of Policy (OFFPOLG) FLA		
Office of Beneficiary Information Services (OFFBISG) FMA	Marc Bulleri Kristy Holtje Andrew Trusz	410-786-8650 410-786-2209 410-786-0613
Call Center Operations (OFFBISG) FMAA	Michelle Geppi Karen Webb Angela Cain	410-786-4844 410-786-0246 410-786-5876
Website Project Management (OFFBISG) FMAB	Marc Bulleri Kristy Holtje	410-786-8650 410-786-2209

MEDICARE CONTRACTORS INTERMEDIARIES/CARRIERS (MCIC)

BC BS OF MS (TRISPAN)	Kathy Mangrum	601-664-4541
CAHABA	Angella Carlisle George Trummell	205-220-4552 205-220-1589
EMPIRE	William Lang Robert Gallagher	315-442-4147 315-442-4142
FIRST COAST SVC OPTIONS	Rudy Francis Joy Wruck Karen Warner Douglas Lashley Theresa Clark Lynnda Rooney	904-791-6914 904-791-8413 904-791-8448 904-791-8448 904-791-8448 904-791-8448
HIGHMARK MEDICARE SERVICES	Machelle Reich Teresa Justice	717-302-3816 717-302-3706
IBM CORP	Sandra Austin	111-222-9999
PALMETTO GOVT BENEFITS ADMIN	Heather Hastings Melissa Cash Lee H Disbrow Yurvonda Davis Kerry Perdue Carolyn Reinwald	803-763-6639 803-382-6199 803-735-1034 803-735-1034 614-473-6224 614-473-6402
MUTUAL OF OMAHA PLAZA	Ryan M Shuck Kenneth Booth Anne Greenfield Gary Crane Julie Aust	402-351-2931 402-342-7600 402-351-2231 402-342-7600 402-351-7840
NHIC (NATIONAL HERITAGE INS CO)	Janet Satterfield Kathleen Corbett Cheryl O'Brien	530-634-7433 781-741-3923 781-741-3429
TRAILBLAZER	Shelia Fretwell Pat Blankenship	903-463-8075 903-463-8049
WPS (WISCONSIN PHYS SVC)	Jason Powers Angelia Holpin	608-301-2931 N/A