

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

<b><u>CONSOLIDATED IT INFRASTRUCTURE CONTRACT</u></b> (CITIC) (CITICG)	Joan Williams Lela M. Hardison Moore-Burroughs, Nicole	410-496-9800 410-496-9835 410-496-9807
<b><u>END-STAGE RENAL DISEASE (ESRD) NETWORK</u></b> (ESRDG)	Tom Arnold Sharon Ann Hargrove Melvin Lindsay	410-786-0072 410-786-6745 410-786-0067
<b><u>FEDERAL EMPLOYEES (OTHER THAN CMS EMPLOYEES OR COMMISSIONED CORP)</u></b>		
<b><u>BALTIMORE HUMAN RESOURCES CENTER</u></b> of DHHS (BHRCG)	Kim Presco	410-786-5513
<b>CENTERS FOR DISEASE CONTROL (CDC)</b> (DISCNTLG)		
<b>DEPT OF HEALTH &amp; HUMAN SERVICES (HHS)</b> (HHSDEPTG)	Bernadette McDonald	410-786-6922
<b>DEPT OF JUSTICE (ATTY GENERAL/DEA/FBI)</b> (DOJGRP)	Nancy Gamble	410-786-3035
<b>GENERAL ACCOUNTING OFFICE (GAO)</b> (GAOALLG)	Bernadette McDonald	410-786-6922
<b>GENERAL SERVICES ADMINISTRATION (GSA)</b> (GENSERVG)	N/A	
<b>INTERNAL REVENUE SERVICE (IRS) (IRSGRP)</b>	Nancy Gamble	410-786-3035
<b>OFFICE OF THE GENERAL COUNSEL (OGC)</b> (GENCNSLG)	Mary Valenti	410-786-9019
<b>OFFICE OF THE INSPECTOR GENERAL (OIG)</b>		
<b><u>OIG</u></b> (OIGOIG)	Paul Melville Jeff Bullock	410-786-7110 410-786-7110
<b><u>OAS</u></b> (OIGOASG)	Stephen Conway Huyen Nguyen	617-565-2946 214-767-4380
<b><u>OEI</u></b> (OIGOIEIG)	David Graf Scott Horning	410-786-9607 410-786-2681
<b>RAILROAD RETIREMENT BOARD (RRB)</b> (RRRBRDG)	Naomi Rappaport Dave Hogsten	410-786-2175 410-786-6915
<b>SOCIAL SECURITY ADMINISTRATION (SSA)</b> (SOCSECG)	Mark Matthews Naomi Rappaport	410-786-0458 410-786-2175
<b>VETERAN'S ADMINISTRATION (VA) (VETADMG)</b>	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)

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

Lakeisha McClendon	410 786-2286
Nancy Gamble	410-786-3035

**QUALITY IMPROVEMENT ORGANIZATION (QIO)**  
(QUALIMPG)

Tom Arnold	410-786-0072
Sharon Ann Hargrove	410-786-6745
Melvin Lindsay	410-786-0067

**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.*

<b><u>REGION I - BOSTON (CT/ME/MA/NH/RI/VT)</u></b> JFK Federal Building, Suite 2325, Boston, MA 02203 (JFKBOS)	William Wong Kevin Pryse Joe Macone	617-565-3628 617-565-3184 617-565-9161
<b><u>REGION II - NEW YORK (NJ/NY/PR/VI)</u></b> 26 Federal Plaza, Room 3811, New York, NY 10278 (JKJNYC)	Moshe Schneider Craig Wiley Digna De Jesus Connie Herbstman	212-616-2218 212-616-2235 212-616-2251 212-616-2361
<b><u>REGION III - PHILADELPHIA (DE/DC/MD/PA/VA/WV)</u></b> 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
<b><u>REGION IV - ATLANTA (AL/NC/SC/FL/GA/KY/MS/TN)</u></b> 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
<b><u>REGION V - CHICAGO (IL/IN/MI/MN/OH/WI)</u></b> 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
<b><u>REGION VI - DALLAS (AR/LA/NM/OK/TX)</u></b> 1301 Young Street, Room 714, Dallas, TX 75202 (DAL1301)	Marenda Molock Ismael LopezCardona	214-767-6461 214-767-6406
<b><u>REGION VII - KANSAS CITY (IA/KS/MO/NE)</u></b> 601 E. 12th Street, Room 235, Kansas City, MO 64106 (FOBKAN)	Paul Raikula Kevin K Wright	816-426-6335 816-426-5233
<b><u>REGION VIII - DENVER (CO/MT/ND/SD/UT/WY)</u></b> 1600 Broadway, Suite 700, Denver, CO 80202 (DENCBSB)	Charlene Finney Wei Tao	303-844-7483 303-844-1525
<b><u>REGION IX - SAN FRANCISCO (AS/AZ/CA/GU/HI/MP/NV)</u></b> 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
<b><u>REGION X - SEATTLE (AK/ID/OR/WA)</u></b> 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.*

<b>Office of the Administrator (OFFADMG) FA</b>	Tom Heidebrecht Michael Warfield Catherine Tabor Patricia Willis	410-786-1208 410-786-0508 410-786-3170 202-690-6726
<b>Office of External Affairs (PRESSG) FAC</b>	Regina Fletcher William Mark Carol Sampson Molly Bever Cathi Boyce Kelly Miller Wendy Clark	410-786-3293 410-786-2620 410-786-3210 410-786-6401 410-786-6532 410-786-3038 410-786-9509
<b>Center for Drug and Health Plan Choice (BENCHCG) FAE</b>	Naomi Burrell Anita Gleimer	410-786-1027 410-786-3359
Business Operations Staff (CBCBOSG) FAE2	Anita Gleimer Naomi Burrell	410-786-3359 410-786-1027
Medicare Drug Benefit and C & D Data Group (CBCMDBG) FAEH	Stacie McBride Barbara Crawley Don Freeburger Yvette Cooper Neetu Jhagwani Ana Nunez-Poole	410-786-5492 410-786-6590 410-786-4586 410-786-5644 410-786-2548 410-786-3370
Medicare Drug and Health Plan Contract Administration GP (CBCMAG) FAEK	Jack Healey Russell Hendel	410-786-3683 410-786-0329
Medicare Enrollment and Appeals Group (CBCMEAG) FAEM	Dave Hogsten Kathy McCracken Naomi Rappaport Anita Denion Cyqwenithia Boyd Liz Hosna	410-786-6915 410-786-7487 410-786-2175 410-786-7022 410-786-5875 410-786-4993
Medicare Plan Payment Group (CBCMPPG) FAEP	Angela Porter-James Ed Howard Dawn Arnold Sarah Brown Francine Jordan Sue Hartmann Joseph Hefter Richard Kim	410-786-3367 410-786-6368 410-786-6337 410-786-6358 410-786-6506 410-786-6192 410-786-5751 410-786-3041
<b>Office of Legislation (OFFLEGG) FAF</b>	Martha Taylor	202-690-8169
<b>Center for Medicare Management (MEDMGNTG) FAH</b>	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	410-786-6961
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
<b>Office of Equal Opportunity &amp; Civil Rights (OFFEQOPG) FAJ</b>	Tana Hicks	410-786-1016
<b>Office of Research, Development and Information (OFFRDIG) FAK</b>	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
<b>Office of Clinical Standards &amp; Quality (OFFCLSTG) FAM</b>	Tom Arnold Sharon Ann Hargrove Melvin Lindsay	410-786-0072 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	
<b>Office of the Actuary (OFFACTG) FAN</b>	John Klemm Greg Savord Joseph Brenner	410-786-7914 410-786-1521 410-786-6262
<b>Center for Medicaid &amp; State Operations (CMEDICDG) FAS</b>	William Holland Clarice Williams Chris Kessler Bary Slovikosky Angela Taube Raymond Unterbrink John Bledsoe	410-786-6443 410-786-3344 410-786-7168 410-786-2107 410-786-2638 410-786-6768 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
<b>EOD Administration</b>	Sheila Mulligan Terry Slaughter Elaine Rees LaVerne Gilmore	410-786-4172 410-786-2178 410-786-0968 410-786-5565
<b>Office of Operations Management (OFFOPMNG) FAY</b>	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
<b>Office of Information Services (OFFINFSG) FBB</b>	Billie Jo Brown	410-786-3306
Executive Office Staff (OISEOS) FBB2	Billie Jo Brown	410-786-3306
Enterprise Database Group (OISEDG) FBBP	Gloria Gantt Bernadette McDonald Barbara Roth Yadira Sanchez Jim Harrison Warren Kring Jennifer La Barbera Kathy Ranshous Marcus Koenig Adam Driscoll	410-786-3684 410-786-6922 410-786-1857 410-786-0603 410-786-6197 410-786-2895 410-786-1435 410-786-0958 410-786-5309 410-786-3549
Business Applications Management Group (OISBAMG) FBBQ	Carla Jones-Green Patricia Jones Pat Ruther	410-786-2029 410-786-0483 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 (OISEDCEG) 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
<b>Office of Financial Management (OFFFINMG) FBC</b>	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	410-786-3035
	Lakeisha McClendon	410 786-2286
	Marnie Dorsey	410-786-5942
	Faye C Starceovich	312-353-9858
	Andrea R Hamilton	410-786-7702
	Delores Nichols	410-786-7835
Accounting Management Group (OFMAMG) FBCF	Christopher Cox	410-786-1938
	Alex Williamson	410-786-3196
Financial Services Group (OFMFSG) FBCG	Milton Jacobson	410-786-7553
	Jim Logan	410-786-7625
<b>HIGLAS Program Office (HPGMOFFG) FBDA</b>	Scott Brown	410-786-1024
	Christopher McMahon	410-786-6439
	Paul Rigney	410-786-0752
	Pam Shaw	410-786-6550
	Elaine Wigginton	410-786-0760
	Glenn Johnson	410-786-7433
	Duana Hudson	410-786-2626



	Steven Hornsby	410-786-5963
<b>Office of Strategic Operations &amp; Regulatory Affairs (OSORAG)</b>	Adrie Neal	410-786-4191
FGA	Barbara Beckman	410-786-9190
Freedom of Information Group (OSORAFIG) FGAC	Samuel Seidman	410-786-3327
<b>Office of E-Health Standards &amp; Services (OFFESSG) FHA</b>	Mary Jo Cook	410-786-4160
	Angelic Simpkins	410-786-2967
<b>Office of Acquisition &amp; Grants Management (OFFAGMG) FKA</b>	Sharon Jackson-Hall	410-786-9280
	Cassandra Worsham	410-786-1850
<b>Office of Policy (OFFPOLG) FLA</b>		
<b>Office of Beneficiary Information Services (OFFBISG) FMA</b>	Marc Bulleri	410-786-8650
	Kristy Holtje	410-786-2209
	Andrew Trusz	410-786-0613
Call Center Operations (OFFBISG) FMAA	Michelle Geppi	410-786-4844
	Karen Webb	410-786-0246
Website Project Management (OFFBISG) FMAB	Marc Bulleri	410-786-8650
	Kristy Holtje	410-786-2209

**MEDICARE CONTRACTORS INTERMEDIARIES/CARRIERS (MCIC)**

<b>BC BS OF MS (TRISPAN)</b>	Kathy Mangrum	601-664-4541
<b>CAHABA</b>	Angella Carlisle Molly Echols George Trummell	205-220-4552 205-220-1587 205-220-1589
<b>EMPIRE</b>	William Lang Robert Gallagher	315-442-4147 315-442-4142
<b>FIRST COAST SVC OPTIONS</b>	Rudy Francis Joy Wruck Karen Warner Douglas Lashley Theresa Clark Henry Moultrie Lynnda Rooney	904-791-6914 904-791-8413 904-791-8448 904-791-8448 904-791-8448 904-791-8448 904-791-8448
<b>HIGHMARK MEDICARE SERVICES</b>	Machelle Reich Teresa Justice	717-302-3816 717-302-3706
<b>IBM CORP</b>	Ammar Ahmad Sandra Austin	410-412-7762 111-222-9999
<b>PALMETTO GOVT BENEFITS ADMIN</b>	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
<b>MUTUAL OF OMAHA PLAZA</b>	Ryan M Shuck Kenneth Booth Anne Greenfield Gary Crane	402-351-2931 402-342-7600 402-351-2231 402-342-7600
<b>NHIC (NATIONAL HERITAGE INS CO)</b>	Janet Satterfield Kathleen Corbett Cheryl O'Brien	530-634-7433 781-741-3923 781-741-3429
<b>WPS (WISCONSIN PHYS SVC)</b>	Jason Powers Angelia Holpin	608-301-2931 N/A