

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Ambassador Road, AR-18-50
Baltimore, Maryland 21244



Center for Program Integrity

***CMS Provider Victim Validation/Remediation Initiative –
Medicare Program Integrity Contractor Points of Contact***

The CMS Provider Victim Validation/Remediation Initiative assists legitimate providers who have suffered unwarranted financial liability as a result of having their identities stolen by thieves who use those identities to fraudulently bill Medicare. Identity thieves steal the personal information of providers (for example, through hacking databases or posting sham hiring ads), and while the identity thieves receive the illegitimate Medicare payments, the victimized providers receive the attendant financial liabilities, including overpayment demands, tax liabilities, and credit degradation. Many times, legitimate providers are not aware that their identities have been compromised until they begin receiving overpayment demand letters from the Medicare Administrative Contractors (MACs). Understandably, legitimate providers do not want to honor illegitimate debts, but non-payment results in debts being referred to the Department of Treasury for collection efforts; providers also face tax liability for income never received as a result of the fraudulent billings.

Victimized providers have historically had difficulty exonerating themselves from Medicare financial liabilities associated with identity theft because there was no established protocol for addressing provider identity theft issues. CMS, in coordination with its Program Integrity Contractors -- Program Safeguard Contractors (PSCs) and Zone Program Integrity Contractors (ZPICs) -- has established Points of Contact throughout the country that providers can access if they have been the victims of identity theft, and have suffered financial liability as a result. (Note: Providers who believe they are the victims of Medicare identity theft, but who have not yet suffered any financial liability, should contact their jurisdictional MAC or contact the OIG hotline at 1-800-HHS-TIPS.). The Program Integrity Contractors will conduct extensive investigations and report their findings to CMS. CMS will make a final decision whether to relieve providers of liability based upon the evidence, as well as other information known to CMS. CMS will communicate its decision in writing to the affected provider.

Attached please find Points of Contact for victimized providers to reach out to when they have been victims of identity theft.¹ Contacts are listed by State, Medicare Service (e.g., Part A, Part B, durable medical equipment, etc.), and Contractor. Please note that most physicians typically bill Part B services.

¹ Current as of Thursday, October 06, 2011.

State	Service	Contractor
Alabama	All	Zone 5: AdvanceMed
Alaska	Part A and Part B	Zone 2: AdvanceMed
Alaska	Home Health/Hospice	PSC 5: TrustSolutions
American Samoa	All	Zone 1: Safeguard Services
Arizona	Part A and Part B	Zone 2: AdvanceMed
Arizona	Home Health/Hospice	PSC 5: TrustSolutions
Arkansas	All	Zone 5: AdvanceMed
California	All	Zone 1: Safeguard Services
Colorado	All	Zone 4: Health Integrity
Connecticut	Part A and Part B, Home Health/Hospice	PSC 2: Safeguard Services
Connecticut	Durable Medical Equipment/Supplies	PSC 4: TriCenturion
Delaware	Part A and Part B, Home Health/Hospice	PSC 2: Safeguard Services
Delaware	Durable Medical Equipment/Supplies	PSC 4: TriCenturion
District of Columbia	Part A and Part B, Home Health/Hospice	PSC 2: Safeguard Services
District of Columbia	Durable Medical Equipment/Supplies	PSC 4: TriCenturion
Florida	All	Zone 7: Safeguard Services
Georgia	All	Zone 5: AdvanceMed
Guam	All	Zone 1: Safeguard Services
Hawaii	All	Zone 1: Safeguard Services
Idaho	Part A and Part B	Zone 2: AdvanceMed
Idaho	Home Health/Hospice	PSC 5: TrustSolutions
Illinois	Part A and Part B	PSC 5: TrustSolutions
Illinois	Durable Medical Equipment/Supplies	PSC 4: TriCenturion
Illinois	Home Health/Hospice	PSC 5: TrustSolutions
Indiana	Part A and Part B	PSC 5: TrustSolutions
Indiana	Durable Medical Equipment/Supplies	PSC 4: TriCenturion
Indiana	Home Health/Hospice	PSC 5: TrustSolutions
Iowa	All	Zone 2: AdvanceMed
Kansas	All	Zone 2: AdvanceMed
Kentucky	Part A and Part B	PSC 1: AdvanceMed
Kentucky	Home Health/Hospice	PSC 5: TrustSolutions
Louisiana	All	Zone 5: AdvanceMed
Maine	Part A and Part B, Home Health/Hospice	PSC 2: Safeguard Services
Maine	Durable Medical Equipment/Supplies	PSC 4: TriCenturion

State	Service	Contractor
Mariana Islands	All	Zone 1: Safeguard Services
Maryland	Part A and Part B, Home Health/Hospice	PSC 2: Safeguard Services
Maryland	Durable Medical Equipment/Supplies	PSC 4: TriCenturion
Massachusetts	Part A and Part B, Home Health/Hospice	PSC 2: Safeguard Services
Massachusetts	Durable Medical Equipment/Supplies	PSC 4: TriCenturion
Michigan	Part A and Part B	PSC 5: TrustSolutions
Michigan	Durable Medical Equipment/Supplies	PSC 4: TriCenturion
Michigan	Home Health/Hospice	PSC 5: TrustSolutions
Minnesota	Part A	PSC 1: AdvanceMed
Minnesota	Part B	PSC 5: TrustSolutions
Minnesota	Durable Medical Equipment/Supplies	PSC 4: TriCenturion
Minnesota	Home Health/Hospice	PSC 5: TrustSolutions
Mississippi	All	Zone 5: AdvanceMed
Missouri	All	Zone 2: AdvanceMed
Montana	All	Zone 2: AdvanceMed
Nebraska	All	Zone 2: AdvanceMed
Nevada	All	Zone 1: Safeguard Services
New Hampshire	Part A and Part B, Home Health/Hospice	PSC 2: Safeguard Services
New Hampshire	Durable Medical Equipment/Supplies	PSC 4: TriCenturion
New Jersey	Part A and Part B	PSC 3: Safeguard Services
New Jersey	Durable Medical Equipment/Supplies	PSC 4: TriCenturion
New Jersey	Home Health/Hospice	PSC 5: TrustSolutions
New Mexico	All	Zone 4: Health Integrity
New York	Part A and Part B	PSC 3: Safeguard Services
New York	Durable Medical Equipment/Supplies	PSC 4: TriCenturion
New York	Home Health/Hospice	PSC 5: TrustSolutions
North Carolina	All	Zone 5: AdvanceMed
North Dakota	All	Zone 2: AdvanceMed
Ohio	Part A and Part B	PSC 1: AdvanceMed
Ohio	Durable Medical Equipment/Supplies	PSC 4: TriCenturion
Ohio	Home Health/Hospice	PSC 5: TrustSolutions
Oklahoma	All	Zone 4: Health Integrity
Oregon	Part A and Part B	Zone 2: AdvanceMed

State	Service	Contractor
Oregon	Home Health/Hospice	PSC 5: TrustSolutions
Pennsylvania	Part A and Part B	PSC 2: Safeguard Services
Pennsylvania	Durable Medical Equipment/Supplies	PSC 4: TriCenturion
Puerto Rico	All	Zone 7: Safeguard Services
Rhode Island	Part A and Part B, Home Health/Hospice	PSC 2: Safeguard Services
Rhode Island	Durable Medical Equipment/Supplies	PSC 4: TriCenturion
South Carolina	All	Zone 5: AdvanceMed
South Dakota	All	Zone 2: AdvanceMed
Tennessee	All	Zone 5: AdvanceMed
Texas	All	Zone 4: Health Integrity
Utah	All	Zone 2: AdvanceMed
Vermont	Part A and Part B, Home Health/Hospice	PSC 2: Safeguard Services
Vermont	Durable Medical Equipment/Supplies	PSC 4: TriCenturion
Virginia	Part A and Part B	Zone 5: AdvanceMed
Virginia	Durable Medical Equipment/Supplies	PSC 4: TriCenturion
Virgin Islands	All	Zone 7: Safeguard Services
Washington	Part A and Part B	Zone 2: AdvanceMed
Washington	Home Health/Hospice	PSC 5: TrustSolutions
West Virginia	Part A and Part B	Zone 5: AdvanceMed
West Virginia	Durable Medical Equipment/Supplies	PSC 4: TriCenturion
Wisconsin	Part A and Part B	PSC 5: TrustSolutions
Wisconsin	Durable Medical Equipment/Supplies	PSC 4: TriCenturion
Wisconsin	Home Health/Hospice	PSC 5: TrustSolutions
Wyoming	All	Zone 2: AdvanceMed
Claims Processed by WPS	Part A	PSC 6: Integriguard

Zone Program Integrity Contractors (ZPICs)

Zone 1: Safeguard Services: Rick Arce, 213-553-5247; rarce@hp.com; P.O. Box 51447, Los Angeles, California, 90051-5747 (FAX: 213-553-5292)

Zone 2: AdvanceMed: Ron Knorr, 425-357-8776; KnorrR@admedcorp.com; 1902-120th Street, SE#201, Everett, Washington, 98208 (FAX: 425-357-8010)

Zone 4: Health Integrity: Scott Loyd, 972-383-0000 (ext. 13159); loyds@healthintegrity.org; 4835 LBJ Freeway #300, Dallas, Texas, 75244, (FAX: 972-383-0010) OR Ashley Lane, 972-383-0000 (ext. 13159); lanea@healthintegrity.org; 4835 LBJ Freeway #300, Dallas, Texas, 75244 (FAX: 972-383-0010)

Zone 5: AdvanceMed: Jim Burke, 615-872-6837, burkej@admedcorp.com; 520 Royal Pkwy #100, Nashville, Tennessee, 37214 (FAX: 615-391-5839) OR Curtis Watkins, 615-872-6685, watkinsc@admedcorp.com; 520 Royal Pkwy #100, Nashville, Tennessee, 37214 (FAX: 615-391-5839)

Zone 7: Safeguard Services, Susan Decerce, 954-433-6016, susan.decerce@hp.com; 3450 Lakeside Drive, Suite 201, Miramar, Florida, 33027 (FAX: 954-433-6007)

Program Safeguard Contractors (PSCs)

PSC 1: AdvanceMed, Craig Wills, 614-801-2316, willsc@admedcorp.com; 3940 Ganz Road #F, Grove City, Ohio, 43123 (FAX: 614-801-2361) OR Laura Long, longl@admedcorp.com; 3940 Ganz Road #F, Grove City, Ohio, 43123 (FAX: 614-801-2361)

PSC 2: Safeguard Services, Maureen Akhouzine, 781-741-3282, maureen.akhouzine@hp.com; 75 Sgt. William B. Terry Drive, Higham, Massachusetts, 02043 (FAX: 781-741-3283)

PSC 3: Safeguard Services, Jennifer Lorang, 607-763-2109, jennifer.lorang@hp.com; 1187 Thorn Run Road #310, Coraopolis, Pennsylvania, 15108 (FAX: 412-893-1641)

PSC 4: TriCenturion, Debra Teeter, 803-264-7516, debra.teeter@tricenturion.com; 7909 Parklane Road #190, Columbia, South Carolina, 29223 (FAX: 803-264-7505) OR Jennifer Armstrong-Day, 803-264-7504, jennifer.armstrong@tricenturion.com, 7909 Parklane Road #190, Columbia, South Carolina 29223 (FAX: 803-264-7505)

PSC 5: TrustSolutions, Menchie Hall, 414-459-6093, menchie.hall@trustsolutionsllc.com; 6775 W. Washington Street, Milwaukee, Wisconsin 53214 (FAX: 414-459-6520)

PSC 6: Integriguard, Greg McGowen, 402-498-2371, gmcgowen@integriguard.org; 2121 N. 117th Avenue #200, Omaha, Nebraska, 68134 (FAX: 402-955-0783)