



**Center for Program Integrity**

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***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.<sup>1</sup> 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.

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<sup>1</sup> Current as of Thursday, October 06, 2011.

| <b>State</b>         | <b>Service</b>                         | <b>Contractor</b>          |
|----------------------|--|----------------------------|
| 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                        | PSC 4: TriCenturion        |

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|                 | Equipment/Supplies                     |                            |
| 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         |

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| 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](mailto: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](mailto:KnorrR@admedcorp.com); 1902-120<sup>th</sup> Street, SE#201, Everett, Washington, 98208 (FAX: 425-357-8010)

**Zone 4:** Health Integrity: Scott Loyd, 972-383-0000 (ext. 13159); [loyds@healthintegrity.org](mailto: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](mailto: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](mailto:burkej@admedcorp.com); 520 Royal Pkwy #100, Nashville, Tennessee, 37214 (FAX: 615-391-5839) OR Curtis Watkins, 615-872-6685, [watkinsc@admedcorp.com](mailto: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](mailto: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](mailto:willsc@admedcorp.com); 3940 Ganz Road #F, Grove City, Ohio, 43123 (FAX: 614-801-2361) OR Laura Long, [longl@admedcorp.com](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:gmcgowen@integriguard.org); 2121 N. 117<sup>th</sup> Avenue #200, Omaha, Nebraska, 68134 (FAX: 402-955-0783)