



**Center for Program Integrity**

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***CMS Victimized Provider Project  
Medicare Unified Program Integrity Contractor - Points of Contact***

The CMS Provider Victimized Provider Project 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. Victimized providers also face tax liability for income they never received as a result of the fraudulent billings.

Historically, victimized providers have 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 Unified Program Integrity Contractors (UPICs), has established Points of Contact throughout the country that providers can utilize 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 UPICs 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 that are available for providers when they have been victims of identity theft.<sup>1</sup> These Points of Contact are organized by State and UPIC. Please note that most physicians typically bill Medicare Part B services.

<sup>1</sup>Updated as of November 6, 2018.

<b>State</b>	<b>Contractor</b>
Alabama	UPIC South Eastern: Safeguard Services
Alaska	UPIC Western: Qlarant Integrity Solutions
American Samoa	UPIC Western: Qlarant Integrity Solutions
Arizona	UPIC Western: Qlarant Integrity Solutions
Arkansas	UPIC South Western: Qlarant Integrity Solutions
California	UPIC Western: Qlarant Integrity Solutions
Colorado	UPIC South Western: Qlarant Integrity Solutions
Connecticut	UPIC North Eastern: Safeguard Services
Delaware	UPIC North Eastern: Safeguard Services
District of Columbia	UPIC North Eastern: Safeguard Services
Florida	UPIC South Eastern: Safeguard Services
Georgia	UPIC South Eastern: Safeguard Services
Guam	UPIC Western: Qlarant Integrity Solutions
Hawaii	UPIC Western: Qlarant Integrity Solutions
Idaho	UPIC Western: Qlarant Integrity Solutions
Illinois	UPIC Mid-Western: CoventBridge
Indiana	UPIC Mid-Western: CoventBridge
Iowa	UPIC Mid-Western: CoventBridge
Kansas	UPIC Mid-Western: CoventBridge

<b>State</b>	<b>Contractor</b>
Kentucky	UPIC Mid-Western: Coventbridge
Louisiana	UPIC South Western: Qlarant Integrity Solutions
Maine	UPIC North Eastern: Perspecta
Mariana Islands	UPIC Western: Qlarant Integrity Solutions
Maryland	UPIC North Eastern: Perspecta
Massachusetts	UPIC North Eastern: Perspecta
Michigan	UPIC Mid-Western Coventbridge
Minnesota	UPIC Mid-Western Coventbridge
Mississippi	UPIC South Western: Qlarant Integrity Solutions
Missouri	UPIC Mid-Western: Coventbridge
Montana	UPIC Western: Qlarant Integrity Solutions
Nebraska	UPIC Mid-Western Coventbridge
Nevada	UPIC Western: Qlarant Integrity Solutions
New Hampshire	UPIC North Eastern: Perspecta
New Jersey	UPIC North Eastern: Perspecta
New Mexico	UPIC South Western: Qlarant Integrity Solutions
New York	UPIC North Eastern: Perspecta
North Carolina	UPIC South Eastern: SafeGuard Services

<b>State</b>	<b>Contractor</b>
North Dakota	UPIC Western: Qlarant Integrity
Ohio	UPIC Mid-Western: CoventBridge
Oklahoma	UPIC South Western: Qlarant Integrity Solutions
Oregon	UPIC Western: Qlarant Integrity Solutions
Pennsylvania	UPIC North Eastern: Perspecta
Puerto Rico	UPIC South Eastern: Safeguard Services
Rhode Island	UPIC North Eastern: Perspecta
South Carolina	UPIC South Eastern: Safeguard Services
South Dakota	UPIC Western: Qlarant Integrity Solutions
Tennessee	UPIC South Eastern: Safeguard Services
Texas	UPIC South Western: Qlarant Integrity Solutions
Utah	UPIC Western: Qlarant Integrity Solutions
Vermont	UPIC North Eastern: Safeguard Services
Virginia	UPIC South Eastern: Perspecta
Virgin Islands	UPIC South Eastern: Safeguard Services
Washington	UPIC Western: Qlarant Integrity Solutions
West Virginia	UPIC South Eastern: Safeguard Services
Wisconsin	UPIC Mid-Western: CoventBridge
Wyoming	UPIC Western: Qlarant Integrity Solutions

## UNIFIED PROGRAM INTEGRITY CONTRACTORS

Jurisdiction	Program Director	Email	Phone
UPIC MW	Angela Newton	<a href="mailto:angela.newton@us.coventbridge.com">angela.newton@us.coventbridge.com</a>	502-802-7311
UPIC NE	Ross Heflin	<a href="mailto:ross.heflin@peraton.com">ross.heflin@peraton.com</a>	865-622-4222
UPIC W	Aimee Mason	<a href="mailto:masonai@qlarant.com">masonai@qlarant.com</a>	972-619-0658
UPIC SW	Scott Ward	<a href="mailto:wardst@qlarant.com">wardst@qlarant.com</a>	972-619-0669
UPIC SE	Timothy Donovan	<a href="mailto:timothy.donovan@mail.peraton.com">timothy.donovan@mail.peraton.com</a>	972-619-0675