



**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 |