

## 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>	4
<b>CMS Employee or Commissioned Corp Employee Stationed at Central Office</b>	6
Consolidated IT Infrastructure Contract (CITIC)	1
Enterprise Data Center (EDC)	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 (ESRD) Network	1
<b>Federal Employee (Other than CMS or Commissioned Corp)</b>	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 (PSC)	2
Quality Improvement Organization (QIO)	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 Jean Parker	410-496-9800 410-496-9800
<b><u>ENTERPRISE DATA CENTER (EDC)</u></b> CDS (COMPANION DATA SERVICES)	Billy Knapper	803-264-5854
EDS (ELECTRONIC DATA SYS)	Lisa Klein Francine Norris	607-204-0505 706-556-2799
<b><u>END-STAGE RENAL DISEASE (ESRD) NETWORK</u></b> (ESRDG)	Sharon Ann Hargrove Melvin Lindsay	410-786-6745 410-786-0067
<b><u>FEDERAL EMPLOYEES (OTHER THAN CMS EMPLOYEES OR COMMISSIONED CORP)</u></b>		
BALTIMORE HUMAN RESOURCES CENTER of DHHS (BHRCG)	Kim Presco	410-786-5513
CENTERS FOR DISEASE CONTROL (CDC) (DISCNTLG)		
DEPT OF HEALTH & HUMAN SERVICES (HHS) (HHSDEPTG)	Bernadette McDonald	410-786-6922
DEPT OF JUSTICE (ATTY GENERAL/DEA/FBI) (DOJGRP)	Nancy Gamble	410-786-3035
GENERAL ACCOUNTING OFFICE (GAO) (GAOALLG)	Bernadette McDonald	410-786-6922
GENERAL SERVICES ADMINISTRATION (GSA) (GENSERVG)	N/A	
INTERNAL REVENUE SERVICE (IRS) (IRSGRP)	Nancy Gamble	410-786-3035
OFFICE OF THE GENERAL COUNSEL (OGC) (GENCNSLG)	Dave Alexander	410-786-3001
OFFICE OF THE INSPECTOR GENERAL (OIG) <u>OIG</u> (OIGOIG)	Paul Melville Jeff Bullock	410-786-7110 410-786-7110
<u>OAS</u> (OIGOASG)	Stephen Conway Huyen Nguyen	617-565-2946 214-767-4380
<u>OEI</u> (OIGOIEIG)	David Graf Scott Horning	410-786-9607 410-786-2681
RAILROAD RETIREMENT BOARD (RRB) (RRRBRDG)	Naomi Rappaport Dave Hogsten	410-786-2175 410-786-6915
SOCIAL SECURITY ADMINISTRATION (SSA) (SOCSECG)	Mark Matthews Naomi Rappaport	410-786-0458 410-786-2175
VETERAN'S ADMINISTRATION (VA) (VETADMG)	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)

Nancy Gamble	410-786-3035
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*Send forms to  
Program Integrity RGA at CMS,  
7500 Security Blvd,  
Mailstop C3-02-16,  
Baltimore, MD 21244*

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

Melvin Lindsay	410-786-0067
Sharon Ann Hargrove	410-786-6745

**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.*

**REGION I - BOSTON (CT/ME/MA/NH/RI/VT) (JFKBOS)**

JFK Federal Building, Suite 2325, Boston, MA 02203

Kevin Pryse	617-565-3184
Joe Macone	617-565-9161
William Wong	617-565-3628

**REGION II - NEW YORK (NJ/NY/PR/VI) (JKJNYC)**

26 Federal Plaza, Room 3811, New York, NY 10278

Digna De Jesus	212-616-2251
Moshe Schneider	212-616-2218
Craig Wiley	212-616-2235

**REGION III - PHILADELPHIA (DE/DC/MD/PA/VA/WV) (PHIPLB)**

Public Ledger Building, Suite 216, 150 S. Independence Mall West, Philadelphia, PA 19106

Bruce Bittenbender	215-861-4274
Kathy Lacey	215-861-4233
Bill Singer	215-861-4180

**REGION IV - ATLANTA (AL/NC/SC/FL/GA/KY/MS/TN) (AFC)**

Atlanta Federal Center, Suite 4T20, 61Forsyth Street SW, Atlanta, GA 30303

Peter Barile	404-562-7161
Kim Bucklen	404-562-7158
Gayle Ransom	404-562-7156

**REGION V - CHICAGO (IL/IN/MI/MN/OH/WI) (CHIICB)**

233 North Michigan Avenue, Suite 600, Chicago, IL 60601

Jim Burke	312-353-4240
Clarence Hawkins	312-353-3878
Ron Wat	312-886-5914

**REGION VI - DALLAS (AR/LA/NM/OK/TX) (DAL1301)**

1301 Young Street, Room 714, Dallas, TX 75202

Ismael LopezCardona	214-767-6406
Mareda Molock	214-767-6461

**REGION VII - KANSAS CITY (IA/KS/MO/NE) (FOBKAN)**

601 E. 12th Street, Room 235, Kansas City, MO 64106

Paul Raikula	816-426-6335
Kevin K Wright	816-426-5233

**REGION VIII - DENVER (CO/MT/ND/SD/UT/WY) (DENCSEB)**

1600 Broadway, Suite 700, Denver, CO 80202

Charlene Finney	303-844-7483
Wei Tao	303-844-1525

**REGION IX - SAN FRANCISCO (AS/AZ/CA/GU/HI/MP/NV) (HWTHRN)**

75 Hawthorne Street, Room 401, San Francisco, CA 94105

Manuela Blandino	415-744-3508
Emery Lee	415-744-3702
David Lum	415-744-3418
Richard Shirasawa	415-744-3712
Dyana Lew	415-744-3707

**REGION X - SEATTLE (AK/ID/OR/WA) (BLNCH)**

2201 Sixth Avenue, Mail Stop RX-41, Seattle, WA 98121

Debbie K Hinckley	206-615-2415
Debra Snyder	206-615-2308

**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.*

**Center for Drug and Health Plan Choice (BENCHCG) FAE**

Dawn Arnold	410-786-6337
Cyqwenphia Boyd	410-786-5875
Sarah Brown	410-786-6358
Naomi Burrell	410-786-1027
Yvette Cooper	410-786-5644
Barbara Crawley	410-786-6590
Anita Denion	410-786-7022
Don Freeburger	410-786-4586
Anita Gleimer	410-786-3359
Geralyn Glenn	410-786-0973
Sue Hartmann	410-786-6192
Jack Healey	410-786-3683
Joseph Hefter	410-786-5751
Russell Hendel	410-786-0329
Dave Hogsten	410-786-6915
Liz Hosna	410-786-4993
Ed Howard	410-786-6368
Neetu Jhagwani	410-786-2548
Francine Jordan	410-786-6506
Richard Kim	410-786-3041
Stacie McBride	410-786-5492
Kathy McCracken	410-786-7487
Ana Nunez-Poole	410-786-3370
Angela Porter-James	410-786-3367
Naomi Rappaport	410-786-2175

**Center for Medicaid & State Operations (CMEDICDG) FAS**

John Bledsoe	410-786-1003
Sharonda Buress	410-786-6127
Cheryl Cooper	410-786-8624
Larriesh Gee	410-786-6713
LaVerne Gilmore	410-786-5565
William Holland	410-786-6443
Abraham John	410-786-4519
Beth Lloyd	410-786-3685
Chris Kessler	410-786-7168
Sheila Mulligan	410-786-4172
Elaine Rees	410-786-0968
Sherry Reich	410-786-6612
Terry Slaughter	410-786-2178
Bary Slovikosky	410-786-2107
Katurah Spence	410-786-1617
Raymond Unterbrink	410-786-6768
Clarice Williams	410-786-3344

**Center for Medicare Management (MEDMGNTG) FAH**

Ken Bavaria	410-786-3003
Louise Fritz	410-786-5973
Mary Glass	410-786-3589
Rita Holmes	410-786-5642
Tinika Jennings	410-786-6985

Mia Minion	410-786-0876
Frank Mundell	410-786-6961
Celia Shaunessy	410-786-6620
Kia Sidbury	410-786-7816
Gloria Stedding	410-786-8520
Virginia Strauch	410-786-8450
Denise Weatherbee	410-786-5605
Daisy Wheatley	410-786-5137

**Office of Acquisition & Grants Management (OFFAGMG) FKA**

Sharon Jackson-Hall	410-786-9280
Cassandra Worsham	410-786-1850

**Office of the Actuary (OFFACTG) FAN**

Joseph Brenner	410-786-6262
John Klemm	410-786-7914
Greg Savord	410-786-1521

**Office of the Administrator (OFFADMG) FA**

Catherine Tabor	410-786-3170
Michael Warfield	410-786-0508
Patricia Willis	202-690-6726

**Office of Beneficiary Information Services (OFFBISG) FMA**

Marc Bulleri	410-786-8650
Angela Cain	410-786-5876
Michelle Geppi	410-786-4844
Kristy Holtje	410-786-2209
Andrew Trusz	410-786-0613
Karen Webb	410-786-0246

**Office of Clinical Standards & Quality (OFFCLSTG) FAM**

Sharon Ann Hargrove	410-786-6745
Melvin Lindsay	410-786-0067
Dan Babish	410-786-6607

**Office of E-Health Standards & Services (OFFESSG) FHA**

Mary Jo Cook	410-786-4160
Angelic Squire	410-786-2967

**Office of Equal Opportunity & Civil Rights (OFFEQOPG) FAJ**

Tana Hicks	410-786-1016
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**Office of External Affairs (PRESSG) FAC**

Diana Arrabal	410-786-1817
Molly Bever	410-786-6401
Cathi Boyce	410-786-6532
Wendy Clark	410-786-9509
Doris Davis	410-786-5915
Regina Fletcher	410-786-3293
Denesecia Green	410-786-8797
Florence Jackson	202-690-6145
Tijuana Madison	202-690-6114
William Mark	410-786-2620
Kelly Miller	410-786-3038
Carol Sampson	410-786-3210
Lisa Sokol	202-401-3135

April Wideman 410-786-1817

**Office of Financial Management (OFFFINMG) FBC**

Scott Brown 410-786-1024  
 Christopher Cox 410-786-1938  
 Marnie Dorsey 410-786-5942  
 Nancy Gamble 410-786-3035  
 Alison Grove 410-786-9944  
 Andrea R Hamilton 410-786-7702  
 Heff Haskell 410-786-1127  
 Steven Hornsby 410-786-5963  
 Duana Hudson 410-786-2626  
 Milton Jacobson 410-786-7553  
 Glenn Johnson 410-786-7433  
 Jim Logan 410-786-7625  
 Christopher McMahon 410-786-6439  
 Delores Nichols 410-786-7835  
 Paul Rigney 410-786-0752  
 Pam Shaw 410-786-6550  
 Faye C Starceovich 312-353-9858  
 Debbie Thompson 410-786-7546  
 Elaine Wigginton 410-786-0760  
 Alex Williamson 410-786-3196  
 Hallie Wyatt 410-786-7529

**Office of Information Services (OFFINFSG) FBB**

Sharon Baker 410-786-2999  
 Ralph Ballman 410-786-2180  
 Jennifer La Barbera 410-786-1435  
 Rose Barton 410-786-1893  
 Billie Jo Brown 410-786-3306  
 Robert Burger 410-786-2125  
 John Caplinger 410-786-6012  
 Ashley D Corbin 410-786-5775  
 Betty Davis 410-786-2979  
 Adam Driscoll 410-786-3549  
 Margaret Ford 410-786-7065  
 Vince Galiano 410-786-6319  
 Gloria Gantt 410-786-3684  
 Carla Jones-Green 410-786-2029  
 Peggy Haire 410-786-6944  
 Jim Harrison 410-786-6197  
 Kathy Heuschele 410-786-2980  
 Patricia Jones 410-786-0483  
 James Kittle 410-786-0737  
 Marcus Koenig 410-786-5309  
 Warren Kring 410-786-2895  
 Carla Layne 410-786-6795  
 Thao Le 410-786-3360  
 David Logan 410-786-2889  
 Joyce Mahan 410-786-6104  
 Mark Matthews 410-786-0458  
 Bernadette McDonald 410-786-6922  
 Nancy Peschau 410-786-6008  
 Kathy Ranshous 410-786-0958  
 Barbara Roth 410-786-1857  
 Indria Robinson 410-786-6155

Pat Ruther	410-786-0182
Ruth Salcedo	410-786-2879
Yadira Sanchez	410-786-0603
Robert Sears	410-786-5956
Slava Shubinsky	410-786-3017
Regina Shock	410-786-3235
Linda Valesco	410-786-0183
Desmond Young	410-786-5113

**Office of Legislation (OFFLEGG) FAF**

Martha Taylor	202-690-8169
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**Office of Operations Management (OFFOPMNG) FAY**

Harriet Cohen	410-786-0733
Carol Fox	410-786-8862
LaVerne Gilmore	410-786-5565
Martin Grimm	410-786-6042
Barbara Hutchinson	410-786-6172
Sam Meagher	410-786-4291
Kelly Miller	410-786-3038
Sarah Mobley	410-786-7421
Ken Olga	410-786-4067
Elaine Rees	410-786-0968
Jeffrey Stedding	410-786-0754
Roy Tembi	410-786-6321

**Office of Policy (OFFPOLG) FLA**
**Office of Research, Development and Information (OFFRDIG)**

Chuck Herboldsheimer	410-784-0250
Deborah Kidd	410-786-7204
Claudia Lamm	410-786-3421
Michael Slater	410-786-0117

**Office of Strategic Operations & Regulatory Affairs (OSORAG)**

Barbara Beckman	410-786-9190
Adrie Neal	410-786-4191
Samuel Seidman	410-786-3327

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

<b>BC BS OF MS (TRISPAN)</b>	Kathy Mangrum	601-664-4541
<b>CAHABA</b>	Angella Carlisle George Trummell	205-220-4552 205-220-1589
<b>EMPIRE</b>	Robert Gallagher William Lang	315-442-4142 315-442-4147
<b>FIRST COAST SVC OPTIONS</b>	Rudy Francis James Lanham Douglas Lashley Mary Makovsky Lynnda Rooney Karen Warner Joy Wruck	904-791-6914 904-791-8448 904-791-8448 904-791-8448 904-791-8448 904-791-8448 904-791-8413
<b>HIGHMARK MEDICARE SERVICES</b>	Teresa Justice Machelle Reich	717-302-3706 717-302-3816
<b>IBM CORP</b>	Sandra Austin Paula Bahroch Jason Brennan Patrick Burnett	410-412-7602 410-412-8152 404-421-0128 410-412-7623
<b>MUTUAL OF OMAHA PLAZA</b>	Julie Aust Kenneth Booth Gary Crane Anne Greenfield Ryan M Shuck	402-351-7840 402-342-7600 402-342-7600 402-351-2231 402-351-2931
<b>NHIC (NATIONAL HERITAGE INS CO)</b>	Kathleen Corbett Cheryl O'Brien Janet Satterfield	781-741-3923 781-741-3429 530-634-7433
<b>NORIDIAN - PART B</b>	Pat Blankenship Shelia Fretwell Cheri Jerger	903-463-8049 903-463-8075 701-281-2537
<b>PALMETTO GOVT BENEFITS ADMIN</b>	Melissa Cash Yurvonda Davis Lee H Disbrow Heather Hastings Kerry Perdue Carolyn Reinwald	803-382-6199 803-735-1034 803-735-1034 803-763-6639 614-473-6224 614-473-6402
<b>TRAILBLAZER</b>	Phyllis Northcott	903-463-0668

**WPS (WISCONSIN PHYS SVC)**

Angelia Holpin  
Jason Powers

N/A  
608-301-2931