

# PUBLICATION

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## **CMS Announces Provider Relations Coordinator for RAC and MAC Issues [Ober|Kaler]**

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**July 10, 2014**

CMS recently **announced** that it has established a CMS Provider Relations Coordinator, Latesha Walker, to assist providers in resolution of issues with Recovery Auditor Contractors (RACs) and Medicare Administrative Contractors (MACs). Providers are instructed to continue to contact the contractors about specific claims but now have a CMS resource for larger process issues, e.g., a RAC's failure to comply with documentation request limits or failure to timely issue review results letters.

The contact email addresses for the Provider Relations Coordinator are:

- [RAC@cms.hhs.gov](mailto:RAC@cms.hhs.gov) for RAC issues and
- [MedicareMedicalReview@cms.hhs.gov](mailto:MedicareMedicalReview@cms.hhs.gov) for MAC issues.