



<https://integritytesting.net/>

<https://portal.itsacorp.com/>

Main Phone Number: 586-991-0000 \* General Fax: 586-991-0004 \* MRO Secure Fax: 586-991-0195 \* Toll Free Fax: 888-339-ITSA(4872)

## Client Services Team

*Support for Collections, Random  
Selections, Scheduling, etc...*

**Director of Client Services**  
Tricia Pryce, CSAPA, MRO-A  
[tpryce@integritytesting.net](mailto:tpryce@integritytesting.net)  
Ext 1002

## Client Services Support & After Hours Coverage

Robert Freeborn  
[rfreeborn@integritytesting.net](mailto:rfreeborn@integritytesting.net)  
Ext 1000

## Medical Review

### Officers

*Support for verification of results and  
tests in review...*

**Medical Review Officer**  
Martin Duke MD / Robert Kantor MD  
[MRO@integritytesting.net](mailto:MRO@integritytesting.net)

## Client Relations Team

*Support for new and existing clients  
with contracts, agreements, ITSA  
experience...*

**President**  
Lorri Smith, CSAPA  
[lsmith@integritytesting.net](mailto:lsmith@integritytesting.net)  
Ext 1006

**Office Manager**  
Mike Stamps  
[mstamps@integritytesting.net](mailto:mstamps@integritytesting.net)  
Ext 1008

**Client Experience  
Manager**  
Lisa Latham  
[llatham@integritytesting.net](mailto:llatham@integritytesting.net)  
Ext 1001

## Operations

*Support with all Operations  
issues and escalations, etc..*

**Director of Operations**  
Leslie Beery  
[lbeery@integritytesting.net](mailto:lbeery@integritytesting.net)  
Ext 1017

## PRIA & 40.25 Support

*Support and processing for PRIA  
and 40.25*

Lercy Bernard  
[lbernard@integritytesting.net](mailto:lbernard@integritytesting.net)  
Ext 1015

## Regulatory Compliance

*Support for client compliance*

**Director of Human Resources  
and Compliance**  
Sue Snyder  
[ssnyder@integritytesting.net](mailto:ssnyder@integritytesting.net)  
Ext 1020

## Medical Surveillance

*Managing FMCSA physical exams...*

**Medical  
Surveillance Support**  
Nancy Zagata  
[medical@integritytesting.net](mailto:medical@integritytesting.net)  
Ext 1005

## Billing & Accounts Receivable

*All Billing and Receivables support  
and questions...*

**Director of Accounting**  
Amanda Butler  
[abutler@integritytesting.net](mailto:abutler@integritytesting.net)  
Ext 1007

## ITSA Phone IVR Options

Dial 586-991-0000  
Choose the appropriate  
option:

1. **Client Services Team**
2. **Accounts Receivable  
and Billing**
3. **Background Checks  
(including 40.25 and  
PRD)**
4. **Operations**
5. **Human Resources and  
Payroll**

*"The Most Important  
Part of Your Workplace  
Drug and Alcohol  
Testing Program.....  
Integrity "*