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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 Specialist**

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  
Philip O'Halloran  
[MRO@integritytesting.net](mailto:MRO@integritytesting.net)

## Administration

*Support for management team...*  
**Administrative Assistant**  
Denise Rakas  
[drakas@integritytesting.net](mailto:drakas@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**

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

## Billing & Accounts Receivable

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

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

## Medical Surveillance

*Managing FMCSA physical exams...*

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

## Operations

*Support with the ITSA Operations...*

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

## Compliance

*Support for regulatory compliance for all agencies...*

**Director of Regulatory Compliance**  
Sam Noe  
[snoe@integritytesting.net](mailto:snoe@integritytesting.net)  
**Ext 1014**

## PRD & 40.25 Support

*Support and processing for PRD, 40.25 and Clearinghouse...*

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

## 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 “***