GREETING

"Welcome to CGS, the Medicare Administrative Contractor for Jurisdiction 15 Part B To ensure excellent customer service, your call may be monitored or recorded for evaluation purposes. Be advised that you will need your NPI and PTAN information when speaking with a customer service representative."

MAIN MENU

- Press "1" for specific claim and eligibility issues
- Press "2" for Electronic Data Interchange or EDI
- Press "3" for Provider Enrollment, Credentialing, and Revalidation
- Press "4" for Overpayment Recovery and Refunds
- Press "9" for general information (No NPI number)

Eligibility, Billing or Claim information (Press "1")

Please Note: NPI and PTAN and Last five digits of the TAX ID are required for all Options except #9 (General Information).

National Provider Identifier (NPI)
Enter your NPI followed by the "#" key

Provider Transaction Access Number (PTAN)
Providers will follow the prompts below:

- Press "1" for numeric Provider Number
  - Enter PTAN followed by the "#" key
- Press "2" for alpha numeric Provider Number
  - When entering an alpha character anywhere in the provider number, press "*" to identify an alpha character being entered.
  - Enter the letter(s), and then the position of the letter as either 1, 2, or 3.
    Example: For "K," press "*," then 5, and then 2. (See below, *Entering PTAN Letters,* for additional examples)
  - Enter any remaining characters followed by the "#" key (i.e: *5212345 = K12345, 123 *52 45 = 123K45)
- Press "*#" for instructions on how to enter an alpha
- Press "9#" to return to the previous menu

Tax Identification Number
Enter the last 5 digits of your tax identification number.

Please Note: The NPI, PTAN and last 5 digits of the tax identification number must be a valid combination on the crosswalk in order to obtain information.

Entering PTAN letters
To enter a letter, you will press three keys:

- Press the "*" key with the letter
- Press the key with the letter
- Press "1," "2," or "3," depending upon the position of the letter on that key
  Example: To enter the letter A, press "2" then "1"

On telephones where "Q" appears with "P," "R," and "S" on key 7, assume that "R" and "S" are the second and third positions respectively. Regardless of your telephone type,

assume that "Q" and "Z" are on the "1" key. "Q" would be positioned as the first letter, and "Z" as the second.

Example: To enter Z, press "*" then "1" then "2."

- Enter PTAN letters:

A	21	H	42	O	63	V	83
B	22	I	43	P	71	W	91
C	23	J	51	Q	11	X	92
D	31	K	52	R	72	Y	93
E	32	L	53	S	73	Z	12
F	33	M	61	T	81		
G	41	N	62	U	82		

Patient's Medicare Number

You now have the option:

- Enter or **say** the MBI number. For instructions on how to enter an MBI number, please press "*," then "#," or say, "Help."

> **Tips to SAY the MBI:**
>
> - When verbalizing the MBI, read the 11 digits of the number alpha combination clearly, and in a normal volume and speed.
> - Limit hesitation between characters
> - Avoid areas with a lot of background noise
> - Strong enunciation is not necessary

- After entering the MBI on the telephone key pad, press # when finished.

- Enter the MBI number. For instructions on how to enter an MBI number, please press "*," then "#."

For assistance, refer to the IVR and CTI Converter Tools at https://www.cgsmedicare.com/ivr_converter.html, which will provide the characters you need
to enter.

Patient's Name

- Enter the beneficiary's first initial using the letters on your telephone keypad.
- Enter the first six letters of the beneficiary's last name followed by the # key.
- Example 1: Smith will be "7," "6," "4," "8," "4"
- Example 2: Smith Jr will be "7," "6," "4," "8," "4," "5"
  - For assistance, refer to the IVR and CTI Converter Tools at https://www.cgsmedicare.com/ivr_converter.html, which will provide the characters you need to enter.

Hint: Only enter letters. Ignore any spaces and enter the first 6 letters unless the name is shorter then 6 letters enter all letters of the last name followed by the # key.

Patient's Date of Birth

Enter the patient's date of birth in MM/DD/YYYY format.

Electronic Data Interchange or EDI (Pressed "2")

Please Note: NPI and PTAN and Last five digits of the TAX ID are required for all Options except #9 (General Information).

National Provider Identifier (NPI)

Enter your NPI followed by the "#" key

Provider Transaction Access Number (PTAN)

Enter your PTAN followed by the # key

Tax Identification Number

Enter the last 5 digits of your tax identification number.

Please Note: The NPI, PTAN and last 5 digits of the tax identification number must be a valid combination on the crosswalk in order to obtain information.

Provider Enrollment, Credentialing and Revalidation (Pressed "3")

Please Note: NPI and PTAN and Last five digits of the TAX ID are required for all Options except #9 (General Information).

National Provider Identifier (NPI)

Enter your NPI followed by the "#" key

Provider Transaction Access Number (PTAN)

Enter your PTAN followed by the # key

Tax Identification Number

Enter the last 5 digits of your tax identification number.

Please Note: The NPI, PTAN and last 5 digits of the tax identification number must be a valid combination on the crosswalk in order to obtain information.

Overpayment, Recovery and Refunds (Pressed "4")

Please Note: NPI and PTAN and Last five digits of the TAX ID are required for all Options except #9 (General Information).

National Provider Identifier (NPI)

Enter your NPI followed by the "#" key

Provider Transaction Access Number (PTAN)

Enter your PTAN followed by the # key

Tax Identification Number

Enter the last 5 digits of your tax identification number.

Please Note: The NPI, PTAN and last 5 digits of the tax identification number must be a valid combination on the crosswalk in order to obtain information.

Patient's Medicare Number
- Press "1" for the MBI (Medicare Beneficiary Identifier) OR
- Press "2" for the HICN (Health Insurance Claim Number)
  - If you press "1", you may press "*" followed by "#" for instructions on how to enter the MBI. For assistance, refer to the Medicare Beneficiary Identifier (MBI) Converter at https://www.cgsmedicare.com/ivr_converter.html, which will provide the characters you need to enter.
- If you press "2":
  - Press "1" if the Medicare number *begins with* a letter. Otherwise Press "2".Enter the first 9 digits of the Medicare number.
  - If the letter at the end of the Medicare number is:

A	press "1"	M	press "5"
B	press "2"	T	press "6"
C	press "3"	W	press "7"
D	press "4"	Any other letter press "8"	

  - If there is a *number* after the letter, press 1
  - If there is another letter following the letter press 2
  - If there is *nothing* following the letter, press "#" pound key.

- If the second letter is:

  A   press "1"   B   press "2"

Patient's Name

- Enter the beneficiary's first initial using the letters on your telephone keypad.

- Enter the first six letters of the beneficiary's last name followed by the # key.

- Example 1: Smith will be "7," "6," "4," "8". "4".

- Example 2: Smith Jr will be "7," "6," "4," "8," "4" "5"

Hint: Only enter letters. Ignore any spaces and enter the first 6 letters unless the name is shorter then 6 letters enter all letters of the last name followed by the # key.

Patient's Date of Birth

Enter the patient's date of birth in MM/DD/YYYY format.

General Inquiry, no NPI number (Pressed "9")

Please stand by; you may hear a brief period of silence while I transfer you to the next available customer service advocate.

Note: The system will only allow two chances to enter correct information. After the second time, you will be routed to the next available CSR. You may be referred back to the IVR to re-enter the information.