

# CGS DME MAC Jurisdiction B Customer Service Line

## Computer Telephone Integration (CTI) User Guide

1.866.590.6727

PCC Hours (Monday – Friday):  
7:00 a.m. – 4:00 p.m. CT  
8:00 a.m. – 5:00 p.m. ET

Exceptions may be found at:  
<https://www.cgsmedicare.com/jb/cs/hours.html>

### BEFORE YOU CALL!

Check out our online resources for answers to your questions. The information you want is often available 24/7 on the myCGS web portal, the IVR system, or one of the website tools. **Note:** For assistance with entering the MBI and the beneficiary's name, refer to the Medicare Beneficiary Identifier (MBI) and Beneficiary Name to Number Converter at [https://www.cgsmedicare.com/ivr\\_converter.html](https://www.cgsmedicare.com/ivr_converter.html).

### INFORMATION YOU MAY NEED:

- NPI
- PTAN – Same number as your NSC supplier number
- Last 5 digits of tax identification number (TIN)
- Medicare Beneficiary Identifier (MBI)
- Beneficiary's first initial
- Beneficiary's last name – Enter up to six letters followed by “#” sign (ignore any spaces)
- Beneficiary date of birth (DOB)

