



# CGS DME MAC Jurisdiction B Interactive Voice Response (IVR) System User Guide

To access the IVR, call **1.877.299.7900**

## Information You May Need:

- NPI
- PTAN - Same number as your NSC supplier number
- Last five digits of TIN
- Medicare Beneficiary Identifier (MBI)
- Beneficiary's first initial
- Beneficiary's last name - First six letters plus "#" sign
- Beneficiary date of birth
- Date of service
- HCPCS code/modifiers
- FCN - Located on your remittance notice
- DCN
- CCN/ICN - Located on your remittance advice
- Payment date

1	BENEFICIARY INFORMATION	2	CLAIMS INFORMATION	3	PAYMENT INFORMATION	4	GENERAL INFORMATION	*	IVR SURVEY		
You will be prompted for your NPI, PTAN, last five digits of your Tax Identification Number (TIN).											
1	<b>Beneficiary Eligibility</b> Enter MBI, beneficiary name, and date of birth. <b>Available Information:</b> <ul style="list-style-type: none"> <li>• Part A/B eligibility date</li> <li>• Most recent entitlement reason, if available</li> <li>• Deductible current year previous year</li> <li>• Medicare Advantage Plan information</li> <li>• MSP information</li> </ul>	1	<b>Claim Status</b> Enter MBI, beneficiary name, and date of service. <b>Available Information:</b> <ul style="list-style-type: none"> <li>• By-line information</li> <li>• Payment floor</li> <li>• Reason for denial</li> <li>• Appeal rights</li> </ul>	1	<b>Pricing</b> Enter state, HCPCS, and modifier. <b>Available Information:</b> <ul style="list-style-type: none"> <li>• Medicare allowed amount</li> </ul>	1	<b>Information On Your Appeal Right</b>	To participate in the survey, return to the main menu after your inquiry, then press star.	*	<b>IVR SURVEY</b>	
	Press 1 SNF/Inpatient Hospital Stay • Enter date of service		2		<b>Pending Claim Information</b> <b>Available Information:</b> <ul style="list-style-type: none"> <li>• Claims on payment floor</li> <li>• Pending claims at CWF</li> <li>• Other pending claims</li> </ul>		2				<b>Check Information</b> <b>Available Information:</b> <ul style="list-style-type: none"> <li>• Outstanding checks within last 30 days</li> <li>• Last five checks</li> </ul>
	Press 2 Hospice Information	3		<b>Redetermination Information</b> <b>Available Information:</b> Redetermination Status	3						OFFSET INFORMATION ENTER FCN. <b>Available Information:</b> <ul style="list-style-type: none"> <li>• Claim details of original overpayment</li> <li>• Overpayment letter date and current offset balance</li> </ul>
	Press 3 Home Health Information		2	<b>Order a Duplicate Remittance Notice</b> Enter payment date.		4	<b>EFT Application Status</b>				
2	<b>CMN Status</b> <ul style="list-style-type: none"> <li>• Same or similar inquiries</li> <li>• Enter HCPCS</li> </ul>	3	<b>Redetermination Information</b> <b>Available Information:</b> Redetermination Status	3	OFFSET INFORMATION ENTER FCN. <b>Available Information:</b> <ul style="list-style-type: none"> <li>• Claim details of original overpayment</li> <li>• Overpayment letter date and current offset balance</li> </ul>	<b>Standard Functions</b> 7 = Repeat 8 = Main Menu 9 = New NPI/PTAN					
3	<b>Oxygen CMN Status</b> <ul style="list-style-type: none"> <li>• Most current stationary CMN information on file</li> <li>• Most current portable CMN information on file</li> <li>• Last paid date with modifier</li> <li>• Total number of paid claims per modality</li> <li>• Other oxygen CMNs on file</li> </ul>	4	<b>Order a Duplicate Remittance Notice</b> Enter payment date.	4	<b>EFT Application Status</b>	<b>Additional Feature!</b> May inquire on multiple NPI/PTANs within the same phone transaction.					
4	<b>Diabetic Supplies and Diabetic Shoes Information</b> <ul style="list-style-type: none"> <li>• Claims for lancets and test strips billed within 90 days before and after the date of service entered</li> <li>• Claims for other diabetic supplies billed within 6 months before and after the date of service and procedure code entered</li> <li>• Claims for diabetic shoes billed within the calendar year entered</li> <li>• Claims for diabetic shoe inserts billed within the calendar year and procedure code entered</li> </ul>	5	<b>Ordering/Referring Provider Information</b> <ul style="list-style-type: none"> <li>• Provider's NPI</li> <li>• Last name</li> </ul>								

To access a full script of the IVR System, go to:  
<http://www.cgsmedicare.com/jb/help/ivr.html>