

# CGS JURISDICTION C

## Disaster Related Resource Guide

### CGS Jurisdiction C Contact Information

- **Website:** <https://www.cgsmedicare.com/jc/index.html>
- **Disaster Information:** [https://www.cgsmedicare.com/jc/hurricane\\_info.html](https://www.cgsmedicare.com/jc/hurricane_info.html)
- **Customer Service:** 1.866.270.4909
- **Mailing Address:** CGS, PO Box 20010, Nashville, TN 37202
- **Beneficiary inquiries:** 1.800.MEDICARE (1.800.633.4227)

### Helpful Resources

- **Medicare Supplier Directory:** <http://www.medicare.gov/supplier>
- **National Provider Enrollment (NPE) East “Novitas Solutions”:** Alabama, Connecticut, Delaware, Florida, Georgia, Illinois, Indiana, Kentucky, Maine, Maryland, Massachusetts, Michigan, Mississippi, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, South Carolina, Tennessee, Vermont, Virginia, West Virginia, Wisconsin, District of Columbia, Puerto Rico, US Virgin Islands: <https://www.novitas-solutions.com/webcenter/portal/DMEPOS> or 1.866.520.5193
- **National Provider Enrollment (NPE) West “Palmetto GBA”:** Alaska, Arizona, Arkansas, California, Colorado, Hawaii, Idaho, Iowa, Kansas, Louisiana, Minnesota, Missouri, Montana, Nebraska, Nevada, New Mexico, North Dakota, Oklahoma, Oregon, South Dakota, Texas, Utah, Washington, Wyoming, American Samoa, Guam, Northern Mariana Islands: <https://www.palmettogba.com/palmetto/npewest.nsf> or 1.866.238.9652
- **CMS Disaster Related Resources:** <https://www.cms.gov/about-cms/what-we-do/emergency-response/resources>

### Important Information

#### Replacement Equipment

- Locating a Supplier
  - When beneficiaries are displaced and/or do not have access to their usual supplier, any Medicare enrolled supplier can provide replacement equipment.
  - To locate a supplier, beneficiaries may contact 1.800.MEDICARE or access a list of suppliers by geography, proximity, and name at: <http://www.medicare.gov/supplier>.
- Providing Replacement Equipment
  - Medicare will pay for a replacement, when the equipment/item is lost, destroyed, irreparably damaged, or otherwise rendered unusable due to circumstances relating to an emergency or disaster.
    - » This includes supplies, drugs, purchased items, customized items, and other prosthetic and orthotic devices. Medicare does not pay for the replacement of items that require frequent and substantial servicing.
  - Suppliers must include an “RA” modifier, a narrative on the claim explaining why the equipment must be replaced, and maintain documentation indicating that the DMEPOS was lost, destroyed, irreparably damaged, or otherwise rendered unusable. If the item must be replaced as a result of a disaster and an 1135 waiver have been issued, the “CR” modifier must also be appended to the item. Additional 1135 waiver information is below.
  - If an 1135 waiver has not been issued, the standard replacement documentation is required.

#### Waivers

- 1135 waivers may provide provisions that allow certain documentation requirements to be waived. To confirm if a waiver has been issued, refer to: <https://www.cms.gov/about-cms/what-we-do/emergency-response/current-emergencies>
- Use of the “CR” modifier is mandatory on claims for items and services for which Medicare payment is conditioned on the presence of a “formal waiver” including, but not limited to, waivers granted under either Section 1135 or Section 1812(f) of the Act. The “RA” modifier is also required on the claim for a replacement base item.

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- If suppliers are aware that the item is a replacement, they should annotate the claim with the “RA” and “CR” modifiers and append all other applicable modifiers.
- Suppliers must include a narrative on the claim explaining the reason why the equipment must be replaced and are reminded to maintain documentation indicating that the DMEPOS was lost, destroyed, irreparably damaged, or otherwise rendered unusable as a result of a natural disaster.

This information is a summary of important disaster related information for CGS jurisdiction C DME MAC. Additional information including waiver information, billing guidelines, frequently asked questions, and educational sessions can be accessed at:  
[https://www.cgsmedicare.com/jc/hurricane\\_info.html](https://www.cgsmedicare.com/jc/hurricane_info.html).