



We IMPACT lives.

November 2021

Re: Voluntary Refunds - Calendar Year 2021

To: Medicare Providers

As you know, providers may at times receive incorrect payment (e.g., for services/items not covered, erroneously billed, etc.). When this happens, a refund should be sent to the contractor. Otherwise, an overpayment, which is a debt due to the Medicare program, will be established when the error is identified.

Medicare expects providers to exercise care when billing and accepting payment, and also expects that providers will promptly bring incorrect payments to the carrier’s attention. These submissions acknowledge your awareness of this expectation and confirm a measure of compliance. However, please be aware that the CMS Online Manual, Publication 100-08, Chapter 4, Section 4.16 states:

“The acceptance of a voluntary refund in no way affects or limits the rights of the Federal Government or any of its agencies or agents to pursue any appropriate criminal, civil, or administrative remedies arising from or relating to these or any other claims.”

Thank you for your efforts to work in cooperation with CGS Administrators, LLC to ensure proper and appropriate delivery of Medicare benefits. If you have any questions, please contact our office at one of the following numbers.

CGS Jurisdictions	States	Customer Service Number
Jurisdiction 15 Providers		
Part A	KY & OH	1-866-590-6703
Part B	KY & OH	1-866-276-9558
Home Health & Hospice	CO, DC, DE, IA, KS, MD, MO, MT, ND, NE, PA, SD, UT, VA, WV, & WY	1-877-299-4500
Jurisdiction B DME Suppliers	IL, IN, KY, MI, MN, OH, & WI	1-866-590-6727
Jurisdiction C DME Suppliers	AL, AR, CO, FL, GA, LA, MS, NC, NM, OK, PR, SC, TN, TX, VA, VI, & WV	1-866-270-4909