

Interactive Voice Response (IVR) System



1.877.220.6289

IVR Information Accessed	Availability
Claim, Beneficiary, and Check Information (Options 1-3)	Monday – Friday: 5:00 a.m. – 8:00 p.m. Central Time (CT) Saturday: 5:00 a.m. – 5:00 p.m. Central Time (CT)
General Information (Option 4)	24 hours a day, 7 days a week (with exception to routine maintenance or system upgrades)

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**IVR Reminders and Tips:**

- Please use a telephone handset or headset.
- Use of cell phones or speaker phone is **not** recommended.
- Review and gather the [Required Information](#) before calling. You have **3 opportunities** to enter the requested information or enter the requested information correctly before you will be **requested to call back and then disconnected**.

To assist with entry of beneficiary information, we strongly encourage use of our MBI Converter and IVR Beneficiary Name to Number Converter Tools (https://www.cgsmedicare.com/ivr_converter.html).

Introduction

The CGS Jurisdiction 15 (J15) HHH Interactive Voice Response (IVR) System (**1.877.220.6289**) is designed to assist home health and hospice providers in obtaining answers to numerous inquiries through this self-service option.

Our customer service representatives (CSRs) continue to be available to answer difficult, claim specific questions, in addition to other complex inquiries that a provider might encounter. **However, please note that the CSRs will only answer questions that cannot be answered by the IVR.** The Centers for Medicare & Medicaid Services (CMS) Medicare Contractor Beneficiary and Provider Communications Manual, (Pub. 100-09), Chapter 6, Section 50.1 (<http://www.cms.gov/manuals/downloads/com109c06.pdf>) states:

Providers shall be required to use the IVR system to access claim status and beneficiary eligibility information. CSRs shall refer providers back to the IVR system if they have questions about claims status or eligibility that can be handled by the IVR system. CSRs may provide claims status and/or eligibility information if it is clear that the provider cannot access the information through the IVR system because the IVR system is not functioning.

IVR Main Menu Options

The CGS IVR System offers claim status and deductible information, redetermination status, beneficiary information for eligibility, check information, and general information. The following options can be accessed from the IVR Main Menu by pressing the corresponding key selection as shown below:

Key Selection	Menu Option
1	Claim Status and Redetermination Status
2	Beneficiary Information
3	Check Information
4	General Information
7	Repeat Choices
*	Take a feedback survey once your interaction is complete.

Note: You may select any hyperlinked option above to direct you to another part of this guide, which illustrates the flow of available information under that specific IVR option.



Required Information

Before calling the IVR, you will need the following provider information:	If calling on a specific beneficiary or claim, you will need the following:
<ul style="list-style-type: none"> National Provider Identifier (NPI) Provider Transaction Access Number (PTAN) <i>(formerly known as the Legacy or OSCAR provider number)</i> Provider Tax Identification Number (TIN) <i>(last 5-digits)</i> 	<ul style="list-style-type: none"> Beneficiary Name Beneficiary Date of Birth Beneficiary Medicare Number <i>(Medicare Beneficiary Identifier (MBI))</i> Date of Service <i>(if applicable)</i>

How to Enter Required Information Using Your Phone's Keypad

Entering Provider Information - NPI, PTAN, and TIN

1st NPI

Enter your NPI (10-digit number). Then press the pound (#) key.

The IVR will repeat the NPI. If the NPI is correct, press 1. If you would like to reenter the NPI, press 2.

Note: If the NPI or PTAN are not located in our system, or are an invalid combination, you will be prompted to re-enter the NPI number.

2nd PTAN

If your Provider Number is **Numeric**, press 1.

Enter your **Provider number** followed by the # key.

If **alphanumeric**, press 2.

For help entering PTAN Letters, listen to prompts or review the PTAN Letter Conversion Chart to the right.

After entry of PTAN letters, enter the **numbers** followed by the # key.

3rd TIN

Enter the **last five digits** of your tax ID followed by the # key.

Note: If the TIN is not located in our system, or is invalid, you will be prompted to re-enter the last five digits of the TIN.

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

Entering the Beneficiary's Medicare Number

If Entering the MBI (Medicare Beneficiary Number)

Enter the MBI.

Refer to our MBI Converter Tool (https://www.cgsmedicare.com/ivr_converter.html) for the characters needed to enter for the MBI.

If Entering the HICN (Health Insurance Claim Number)

If the HICN begins with a letter press 1, otherwise press 2.

Enter the **first 9-digits** of the HICN.

If the HICN is followed by:

A - Press 1 C - Press 3 M - Press 5 W - Press 7

B - Press 2 D - Press 4 T - Press 6

Repeat Choices - Press *

If following this letter is:

- a number - Press 1
- Press * to return to the previous menu
- another letter - Press 2
- Press 7 to repeat above
- nothing - Press #



Entering the Beneficiary's Name

First Initial of First Name

Enter just the first initial of the beneficiary's first name using the number for the letter on your phone keypad.

- For the name Susan, enter 7 for the first initial S.

Last Name

Enter the first 6 letters of the last name using the letters on your phone keypad and follow with # (e.g. for Johnson, you'd enter 5-6-4-6-7-6 #).

- For a last name less than 6 letters, enter all letters and follow with # (e.g. for Angel, enter 2-6-4-3-5 #).
- For a last name less than 6 letters but with a suffix, add the letters up to 6 and follow with # (e.g. for Lee Jr., see it as leejr and enter 5-3-3-5-7 #).
- Ignore spaces or hyphens between last names (e.g. for Smith Davis, see it as smithd and enter 7-6-4-8-4-3 #).

For additional assistance, refer to our **IVR Beneficiary Name to Number Converter Tool** at https://www.cgsmedicare.com/ivr_converter.html.

Entering the Beneficiary's Date of Birth and Applicable Dates of Service

Beneficiary's Date of Birth

- Enter the **8-digit date of birth (MM-DD-CCYY)**
- Example: January 3, 1932 should be entered as 01031932

The IVR will validate the patient's date of birth. If invalid, the IVR will ask you to re-enter the date of birth before proceeding.

Beneficiary's "From" Date of Service

- Enter the **6-digit "from" date of service** in a **MM-DD-YY** format.
- Example: January 3, 2019 should be entered as 010319

If inquiring about claim status or redetermination status, the IVR will ask for the beneficiary's dates of service before releasing data. These dates are also validated before proceeding.

Beneficiary's "Through" Date of Service

- Enter the **6-digit "through" date of service** in a **MM-DD-YY** format.
- Example: January 6, 2019 should be entered as 010619



Navigating the IVR Menu Options – Option 1

Option 1: Claim Status and Redetermination

Claim Status (Press 1)

Key in Required Information:

- NPI
- PTAN
- Last 5 digits of Tax ID
- "From" and "To" Dates of Service (MM-DD-YY)
- Beneficiary's Medicare Number
- Beneficiary's First Name (initial)
- Beneficiary's Last Name (First 6 letters)

Information Released:

- Claim Status (*Processed, Denied, Pending, Returned to Provider, Rejected*)
- Receipt Date of Claim
- Dates of Service on Claim
- Bill Type
- Submitted Charges
- Claim Location

Press 1- Next Claim

Press 2 - Detailed Info on the Claim:

- Processed Date
- If Medicare Paid Primary or Secondary
- Reason Code
- Provider Reimbursement Amount
- Amount Applied to Deductible
- Amount Applied to Coinsurance
- Beneficiary Responsibility Amount
- Document Control Number (DCN)

Press 3 - To Continue.

Followed by these key options:

- **Press 2** - Claim Data for Another Date of Service
- **Press 3** - Claim Data for a Different Medicare Number
- **Press 7** - Repeat Information
- **Press 8** - Return to Main Menu, [page 2](#)
- **Press 9** - Enter a Different NPI

Redetermination Status (Press 2)

Key in Required Information:

- NPI
- PTAN
- Last 5 digits of Tax ID
- Medicare Number (*Press 1 - MBI*)
- Beneficiary's First Name Initial
- Beneficiary's Last Name (*First 6 Letters*)
- Beneficiary's Date of Birth (*MM-DD-CCYY*)
- "From" and "To" Dates of Service (*MM-DD-YY*)

One of the Following Responses Will Return:

Received and Pending

Our records show that a redetermination request for Medicare number [###...] was received on [date of receipt] and is currently pending review. The redetermination will be completed within 60 days of receipt of the request unless additional documentation is submitted by the provider and received by the Contractor prior to issuance of the dismissal and/or decision notice.

Not Located

CGS has not received a redetermination request matching the data you entered. If you submitted the request less than five days ago, please call again later. If the request was submitted more than 125 days ago, please contact the Provider Contact Center at 1.877.299.4500.

Completed

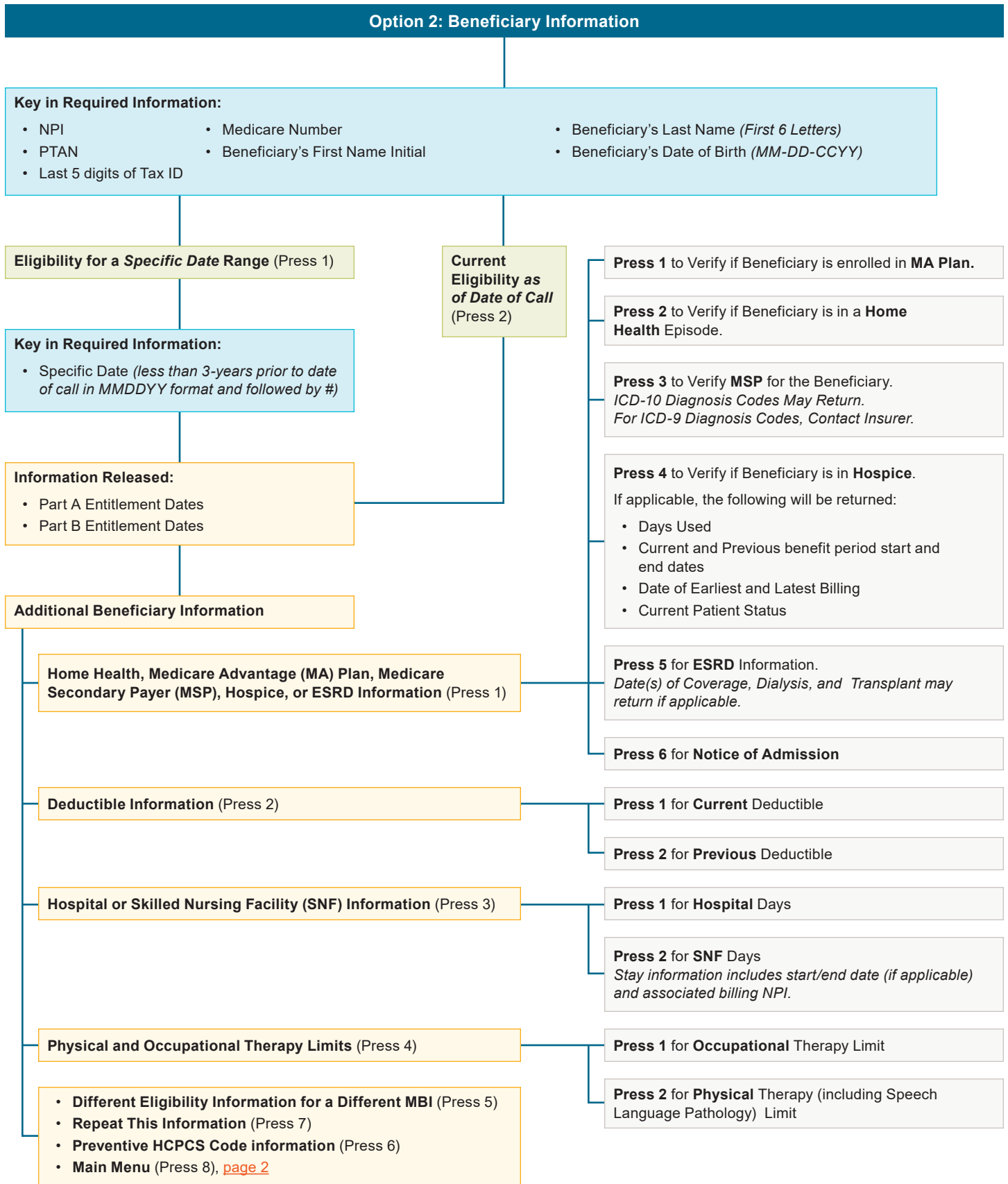
CGS completed the review of your redetermination request that was received on [date of receipt]. You will receive notification by mail should additional action be needed by you.

After the appropriate message is provided, the following options will be offered:

- **Press 1** - Redetermination Information for a Different Medicare Number
- **Press 7** - Repeat Information
- **Press 8** - Return to Main Menu, [page 2](#)

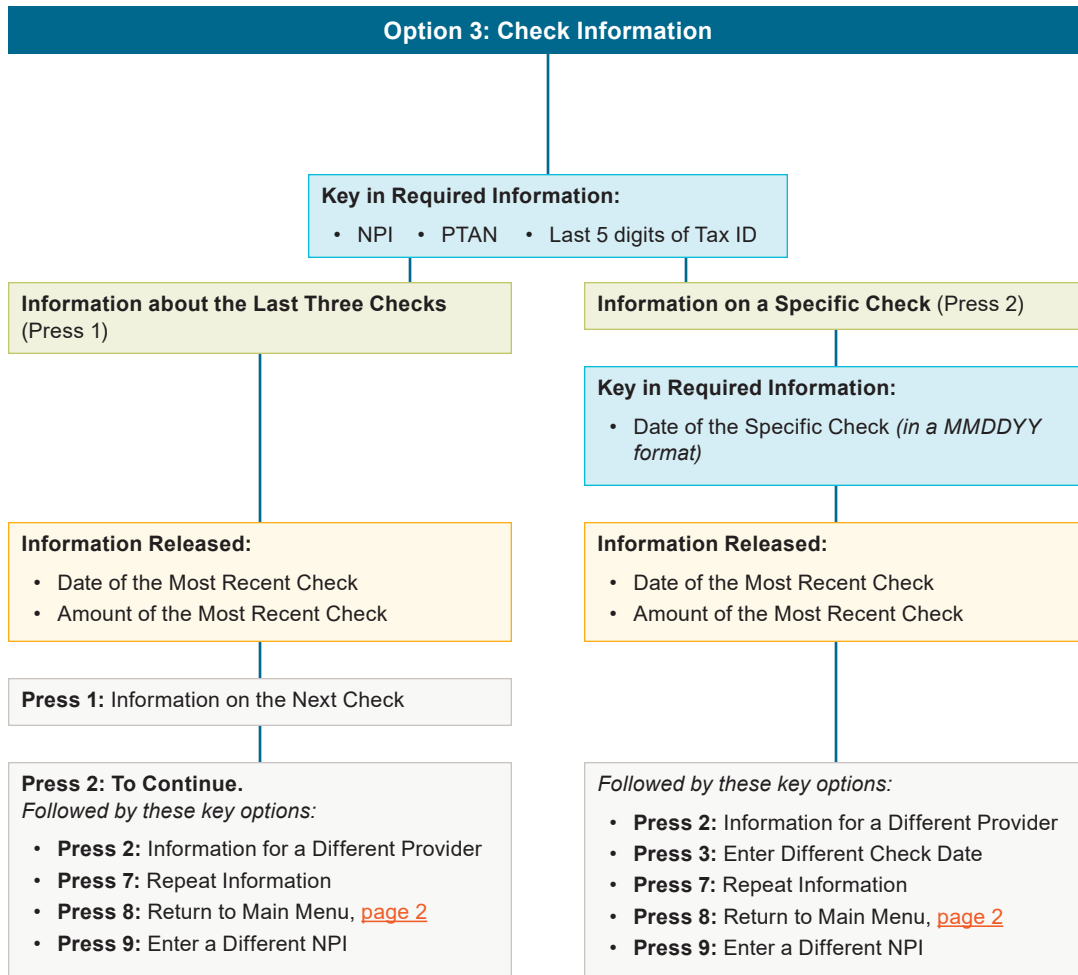


Navigating the IVR Menu Options – Option 2



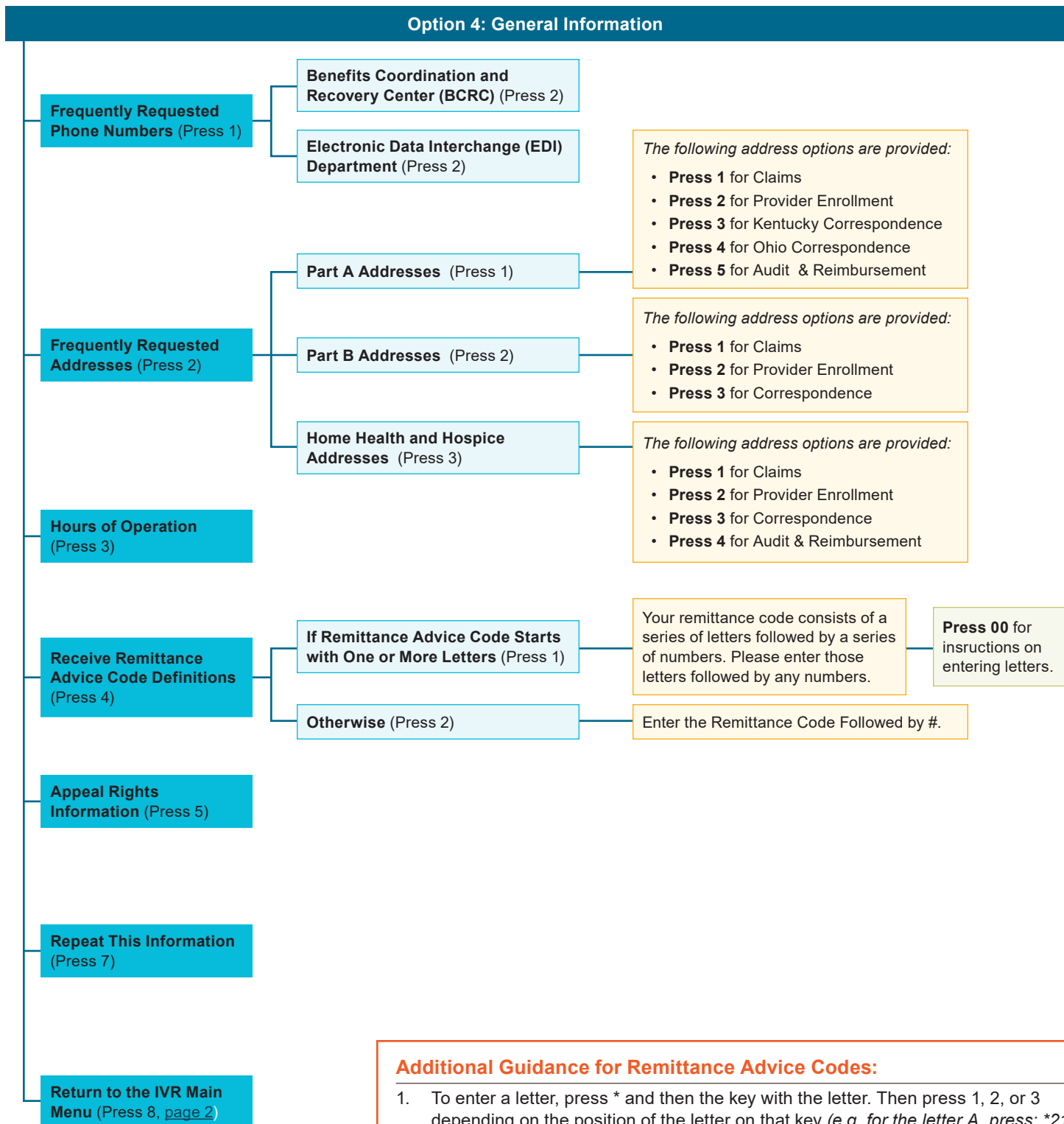


Navigating the IVR Menu Options- Option 3





Navigating the IVR Menu Options – Option 4



Additional Guidance for Remittance Advice Codes:

1. To enter a letter, press * and then the key with the letter. Then press 1, 2, or 3 depending on the position of the letter on that key (e.g. for the letter A, press: *21).
2. After you enter the first letter, immediately enter any additional letters.
3. Then enter the numbers.

*For example, to key in MA18, press *61 for M, then *21 for A and followed by 1 and 8 (i.e. for MA18, press *61 *21 1 8).*