



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						
You will be prompted for your NPI, PTAN, last five digits of your Tax Identification Number (TIN). Press "1" for a PTAN containing a letter. • Press "2" for a PTAN not containing a letter.													
1	Beneficiary Eligibility Enter MBI, beneficiary name, and date of birth. <hr/> Available Information: <ul style="list-style-type: none"> • Part A/B eligibility date • Most recent entitlement reason, if available • Deductible current year previous year • Medicare Advantage Plan information • MSP information 	1	Claim Status Enter MBI, beneficiary name, and date of service. <hr/> Available Information: <ul style="list-style-type: none"> • By-line information • Payment floor • Reason for denial • Appeal rights 	1	Pricing Enter state, HCPCS, and modifier. <hr/> Available Information: <ul style="list-style-type: none"> • Medicare allowed amount 	1	Information On Your Appeal Right						
	Press 1 SNF/Inpatient Hospital Stay <ul style="list-style-type: none"> • Enter date of service 		2		Pending Claim Information <hr/> Available Information: <ul style="list-style-type: none"> • Claims on payment floor • Pending claims at CWF • Other pending claims 		2	Check Information <hr/> Available Information: <ul style="list-style-type: none"> • Outstanding checks within last 30 days • Last five checks 	2	Customer Service Hours of Operation			
	Press 2 Hospice Information				3			Redetermination Information <hr/> Available Information: Redetermination Status		3	OFFSET INFORMATION ENTER FCN. <hr/> Available Information: <ul style="list-style-type: none"> • Claim details of original overpayment • Overpayment letter date and current offset balance 	3	Customer Service Closure Schedule
	Press 3 Home Health Information							4			Order a Duplicate Remittance Notice Enter payment date.		4
CMN Status <ul style="list-style-type: none"> • Same or similar inquiries • Enter HCPCS 	3	Oxygen CMN Status <ul style="list-style-type: none"> • Most current stationary CMN information on file • Most current portable CMN information on file • Last paid date with modifier • Total number of paid claims per modality • Other oxygen CMNs on file 	5	Ordering/Referring Provider Information <ul style="list-style-type: none"> • Provider's NPI • Last name 	4	Additional Feature! May inquire on multiple NPI/PTANs within the same phone transaction.							
Diabetic Supplies and Diabetic Shoes Information <ul style="list-style-type: none"> • Claims for lancets and test strips billed within 90 days before and after the date of service entered • Claims for other diabetic supplies billed within 6 months before and after the date of service and procedure code entered • Claims for diabetic shoes billed within the calendar year entered • Claims for diabetic shoe inserts billed within the calendar year and procedure code entered 													

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

