



# 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 |
|---|---|---|---|---|---|--|--|--|------------|
| i You will be prompted for your NPI, PTAN, last five digits of your Tax Identification Number (TIN).                              |   |   |   |   |   |  |  |  |            |
| <b>Note:</b> To protect beneficiaries from Medicare fraud, CGS disabled beneficiary eligibility information on February 28, 2025. |   |   |   |   |   |  |  |  |            |
| 1   | <b>Beneficiary Eligibility</b><br><b>Recorded Message:</b><br>Beneficiary eligibility is no longer available through this IVR. Per CMS mandate, use a self-service tool such as the myCGS portal, your billing agency, clearinghouse, software vendors or HETS  | 1 | <b>Claim Status</b><br>Enter MBI, beneficiary name, and date of service.<br><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><br>Enter state, HCPCS, and modifier.<br><b>Available Information:</b><br>Medicare allowed amount   | 1  | <b>Information On Your Appeal Right</b>    | To participate in the survey, return to the main menu after your inquiry, then press star.         |            |
| 2   | <b>CMN Status</b> <ul style="list-style-type: none"><li>• Same or similar inquiries</li><li>• Enter HCPCS</li></ul>   | 2 | <b>Pending Claim Information</b><br><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><br><b>Available Information:</b> <ul style="list-style-type: none"><li>• Outstanding checks within last 30 days</li><li>• Last five checks</li></ul>   | 2  | <b>Customer Service Hours of Operation</b> |  |            |
| 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>  | 3 | <b>Redetermination Information</b><br><b>Available Information:</b><br>Redetermination Status   | 3 | <b>Offset Information Enter FCN</b><br><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> | 3  | <b>Customer Service Closure Schedule</b>   |  |            |
| 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> | 4 | <b>Order a Duplicate Remittance Notice</b><br>Enter payment date.   | 4 |   | <b>Standard Functions</b><br>7 = Repeat<br>8 = Main Menu<br>9 = New NPI/PTAN |  | <b>Additional Feature!</b><br>May inquire on multiple NPI/PTANs within the same phone transaction. |            |
|   |   | 5 | <b>Ordering/Referring Provider Information</b> <ul style="list-style-type: none"><li>• Provider's NPI</li><li>• Last name</li></ul>   | 5 |   |  |  |  |            |

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