

WHOM TO CONTACT AT CGS



ADVANCED DETERMINATION OF MEDICARE COVERAGE (ADMC)

Address: CGS Administrators, LLC
Attn: ADMC
PO Box 20007
Nashville, TN 37202

Fax: 1.615.660.5988

APPEALS

First level appeals are called “redeterminations.” You must request a redetermination in writing. A “redetermination” must be requested within 120 days of the original claim determination (i.e. the date on the Medicare Remittance Notice).

Address: CGS Administrators, LLC
Attn: Appeals
PO Box 20007, Nashville, TN 37202

Fax: 1.615.660.5976

CERT CONTRACTOR

Address: CERT Contractor
1510 East Parham Road
Henrico, VA 23228

Fax: 1.804.261.8100

Customer Service: 1.443.663.2699

CLAIMS

Address: CGS Administrators, LLC
PO Box 20013
Nashville, TN 37202

BENEFITS COORDINATION & RECOVERY CENTER (BCRC)

Telephone: 1.855.798.2627

Contact the BCRC to: Report employment changes, or any other insurance coverage information. Report a liability, auto/no-fault or workers compensation case. Ask general Medicare Secondary Payer (MSP) questions/concerns. Ask questions regarding Medicare Secondary Development letters and questionnaires.

CORRESPONDENCE

General inquiries may be submitted in writing to Correspondence at:

CGS Administrators, LLC
DME MAC Jurisdiction B
ATTN: Correspondence Department
PO Box 20007
Nashville, TN 37202

E-mail inquiries may be submitted through our website at: <https://www.cgsmedicare.com/jb/help/contact/onlinehelp.html>

CUSTOMER SERVICE

All Beneficiary inquiries should be made to:
1.800.MEDICARE (1.800.633.4227)

The TTY/TDD toll-free number is:
1.877.486.2048

Supplier IVR: Providers may access the Interactive Voice Response (IVR) system at
1.877.299.7900

The IVR offers providers a host of self-service options, including offset information, eligibility, claim status, and entitlement data. CMS requires providers to utilize the IVR for these simple inquiries.

Supplier Customer Service

Providers who need to speak with a Customer Service Representative about complex inquiries that cannot be handled via the IVR will be required call Customer Service.

Customer Service number: 1.866.590.6727

The TTY/TDD toll-free number is:
1.888.897.7534

Information Needed:

- Health Insurance Claim Number (HICN)
- PTAN and/or NPI numbers
- Date of service
- Patient name and date of birth

EDI HELP DESK

Application for EDI features, changes to EDI provider records, questions about EDI transmissions, claim submissions, approved vendors, etc. Providers can also obtain information regarding EDI formats, ANSI requirements, testing, technical issues, etc.

Jurisdiction B EDI Technology Support Center

- **Toll-free:** 1.866.311.9184
- **Hours:** 9:00 a.m. - 7:00 p.m. EST, Monday - Friday

Common Electronic Data Interchange (CEDi) website: <http://www.ngscedi.com>

E-mail: NGS.CEDIHelpdesk@wellpoint.com

FREEDOM OF INFORMATION (FOI)

Request information not readily available to the public. Required in writing, giving your mailing address, phone number, and a legal signature:

CGS Administrators, LLC
Attn: FOI
PO Box 20007
Nashville, TN 37202

NATIONAL SUPPLIER CLEARINGHOUSE

Provider applications, changes to provider records, etc. (only questions relating to enrollment).

Address: National Supplier Clearinghouse
Palmetto GBA
AG-495
PO Box 100142
Columbia, SC 29202-3142

Telephone: 1.866.238.9652

OVERPAYMENT RECOVERY

Refund checks should be made payable to CGS (CGS) and mailed to:

CGS Administrators, LLC
DME MAC Jurisdiction B
PO Box 953479
St. Louis, MO 63195-5152

Immediate offset of an overpayment demand can be requested by faxed to: 1.615.782.4508

REOPENINGS

“Reopenings” or “claim adjustments” is a process used to correct minor errors or omissions on a previously processed claim without utilizing the formal appeals process. A reopening must be requested within one year from the date of the initial determination.

Telephone Reopening (Adjustment) Request: 1.844.240.7490

Address: CGS Administrators, LLC
PO Box 20007
Nashville, TN 37202

Fax: 1.615.660.5978

Should you wish to offer comment to CMS concerning CGS’s performance, please write to the address below:

Lisa Laubach
Centers for Medicare & Medicaid Services
7500 Security Blvd.
Mailstop S1-14-17
Baltimore, MD 21244



CGS®

A CELERIAN GROUP COMPANY

WEBSITE OUTLINE

HTTP://WWW.CGSMEDICARE.COM/JB

myCGS

- myCGS Login
- myCGS FAQs
- Multi-Factor Authentication (MFA)
- Reference Guide
- Registration Guide
- Remote Identity Proofing (RIDP)
- Tutorials
- User Manual

CLAIM SUBMISSION

- 5010 277CA Reject Code Lookup Tool
- Additional Documentation Requests
- Appeals
- Common Claim Errors
- EDI
- ICD-10 Resources
- Medicare Secondary Payer (MSP)
- Overpayment Recovery
- Reopening a Claim to Correct an Error
- Submitting a Claim
- What to Do When a Claim Denies

MEDICAL REVIEW

- What Is Medical Review?
- Medical Review Resources
- Condition of Payment Prior Authorization Program K0856 & K0861
- Quarterly Reports
- Medical Review Pre-/Post-Payment Contractor Information
- About Stacey V. Brennan, MD, FAAFP - Chief Medical Officer
- Artificial Limbs, Braces, and Other Custom-Made Items and Incurred Expenses
- MR WIZARD
- Physician's Corner
- CGS Connect™

MEDICARE BENEFICIARIES

- Information for Medicare Beneficiaries
- CGS and Your Durable Medical Equipment
- Medicare and Your Durable Medical Equipment
- Supplier Requirements for Durable Medical Equipment
- Policy Summaries

FEE SCHEDULES

- DMEPOS Fee Schedule
- Drug Fees, Pharmacy Dispensing Fees, & Pharmacy Supply Fees

LOCAL COVERAGE DETERMINATIONS

EDUCATION

- Ask the Contractor Teleconferences (ACT)

- Calendar of Events
- CGS on Facebook
- Community Coach Program
- HEAT Provider Compliance Training
- LiveLine Plus
- Medicare Learning Network
- MD Corner
- National DME Education Opportunities
- Online Education Portal
- POE Advisory Group
- Policy Education
- Podcasts
- Speaker Request Form
- Video Education
- Webinars
- Workshops and Seminars
- Workshop Refund Policy
- Workshop Sponsorship Policy
- Videotaping/Recording Policy

CERT

- What is CERT?
- Appealing a CERT Error
- CERT Claim Identifier Tool
- DME CERT Outreach & Education Task Force
- About HIPAA
- CERT Tips
- CERT Documentation Contractor Updates
- New Updated CERT Provider Website!

FAQS

- CMS FAQs
- Current FAQs

FORMS

- Appeals
- Medical Review
- myCGS and CSI
- Medicare Secondary Payer (MSP)
- Claims/Reopenings
- Electronic Data Interchange (EDI)
- Overpayment Recovery/Financial
- Miscellaneous

NEWS AND PUBLICATIONS

- Supplier Manual
- News
- News Archive
- DME MAC Insider
- Jurisdiction B Connections

ONLINE TOOLS

- ADR Tool
- ANSI Denial Guide
- Appeals Time Limit Calculator
- CERT Claim Identifier Tool
- CGS Go Mobile
- Claims Timely Filing Calculator



- CMS 1500 Claim Form Instructions Tool
- CPM Device Date Span Calculator
- Documentation Identification Tool
- Enteral Nutrition Calculator
- HCPCS Lookup
- IVR Beneficiary Name to Number Converter
- KX Table
- Modifier Finder Tool
- MR WIZARD
- MSP Lookup
- Nebulizer Medication Calculator
- Power Mobility Devices Denial Help Aid
- Provider Enrollment, Chain, and Ownership System (PECOS)
- Join the ListServ
- Update or Delete Your ListServ Profile
- Site Map

CUSTOMER SERVICE

- Contacting Customer Service
- Contact Other CGS Departments/Resources
- Interactive Voice Response (IVR) System
- Online Help Center
- Website Feedback
- Medicare Beneficiary Resources

OTHER CONTRACTORS

- AdvanceMed – Zone 5 Program Integrity Contractor for AR, AL, GA, LA, MS, NC, SC, TN, WV, & VA
- CEDI (Common Electronic Data Interchange)
- CERT Contractor
- Competitive Bidding Implementation Contractor (CBIC)
- DME MAC Jurisdiction A
- DME MAC Jurisdiction C
- DME MAC Jurisdiction D
- Medicare Pricing, Data Analysis and Coding (PDAC)
- National Supplier Clearinghouse (NSC)
- Performant Recovery, Inc.

QUICK LINKS

- Acronyms
- Active/Current LCDs
- Active/Current Articles
- Appeals
- Fee Schedules
- IVR
- Join the ListServ
- Medical Review
- myCGS
- News
- Supplier Manual
- Prior Authorization Demonstration Project
- Update/Delete Your ListServ Profile