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


CORRESPONDENCE

General inquiries may be submitted in writing to Correspondence at:
CGS Administrators, LLC
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:
Pamela Durbin
Centers for Medicare & Medicaid Services
7500 Security Blvd.
Mailstop S1-14-17
Baltimore, MD 21244