ADVANCED DETERMINATION OF MEDICARE COVERAGE (ADMC)

Address: CGS Administrators, LLC
Attn: ADMC
PO Box 20010
Nashville, TN 37202
Fax: 1.615.782.4647

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 20009, Nashville, TN 37202
Fax: 1.615.782.4630

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 20010
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 C
ATTN: Correspondence Department
PO Box 20010
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 1.866.238.9650
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: 1.866.270.4909
The TTY/TDD toll-free number is: 1.888.204.3771

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 C 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 20010
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 C
PO Box 955152
St. Louis, MO 63195-5152
Immediate offset of an overpayment demand can be requested by faxed to: 1.615.782.4477

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: 1.866.813.7878

Address: CGS Administrators, LLC
PO Box 20010
Nashville, TN 37202
Fax: 1.615.782.4649

Should you wish to offer comment to CMS concerning CGS’s performance, please write to the address below:
Centers for Medicare & Medicaid Services
Provider Outreach & Education Coordinator
2201 Sixth Avenue
RX-46
Seattle, WA 98121

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