

WHOM TO CONTACT AT CGS



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



CGS®

A CELERIAN GROUP COMPANY

WEBSITE OUTLINE

HTTP://WWW.CGSMEDICARE.COM/JC

myCGS

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

CLAIM SUBMISSION

- Additional Documentation Requests
- ADR Tool
- Appeals
- Claims Site Video Tutorial
- Claims Timely Filing Calculator
- Common Claim Errors
- EDI
- ICD-10 Resources
- Medicare Secondary Payer (MSP)
- Overpayment Recovery
- PWK vs. esMD
- Reopening a Claim to Correct an Error
- Submitting a Claim
- What to Do When a Claim Denies

MEDICAL REVIEW

- What Is Medical Review?
- Claim Audit Resources
- Condition of Payment Prior Authorization Program K0856 & K0861
- Quarterly Reports
- Medical Review Pre-/Post-Payment Contractor Information
- About Robert Hoover, MD, MPH, FACP - Chief Medical Officer
- ADR Tool
- CGS Connect™
- MR WIZARD
- Physician's Corner

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
- Podcasts
- Policy Education
- Spanish Language Webinars
- Speaker Request Form
- STEP
- Talleres y Seminarios en Espanol - Spanish Language Workshops and Seminars
- 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
- Previously Published FAQs



FORMS

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

NEWS AND PUBLICATIONS

- Supplier Manual
- News
- News Archive
- DME MAC Insider

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 B
- DME MAC Jurisdiction D
- Health Integrity, LLC — Zone 4 Program Integrity Contractor for CO, NM, OK, & TX
- Medicare Pricing, Data Analysis and Coding (PDAC)
- National Supplier Clearinghouse (NSC)
- Performant Recovery, Inc.
- Safeguard Services, LLC — Zone 7 Program Integrity Contractor for FL, PR, & VI

QUICK LINKS

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