CGS DME MAC Jurisdiction C

Interactive Voice Response (IVR) System User Guide

TO ACCESS THE IVR, CALL 1.866.238.9650

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

Standard Functions

7 = Repeat
8 = Main Menu
9 = New NPI/PTAN

Additional Feature!

May inquire on multiple NPI/PTANs within the same phone transaction.

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

1 BENEFICIARY SAME OR SIMILAR INFORMATION

ⓘ You will be prompted for your NPI, PTAN, last five digits of your Tax Identification Number (TIN).

1 CMN Status
- Same or similar inquiries
- Enter HCPCS

2 Oxygen CMN Status
- Most current stationary CMN information on file
- Most current portable CMN information on file
- Last paid date with modifier
- Total number of paid claims per modality
- Other oxygen CMNs on file

3 Diabetic Supplies and Diabetic Shoes Information
- Claims for lancets and test strips billed within 90 days before and after the date of service entered
- Claims for other diabetic supplies billed within 6 months before and after the date of service and procedure code entered
- Claims for diabetic shoes billed within the calendar year entered
- Claims for diabetic shoe inserts billed within the calendar year and procedure code entered

2 CLAIMS INFORMATION

1 Claim Status
Enter MBI, beneficiary name, and date of service.

Available Information:
- By-line information
- Check number
- Payment floor
- Reason for denial
- Appeal rights

2 Pending Claim Information

Available Information:
- Claims on payment floor
- Pending claims at CWF
- Other pending claims

3 Redetermination Information

Available Information:
Redetermination Status

4 Order a Duplicate Remittance Notice
Enter payment date

5 Ordering/Referring Provider Information
- Provider's NPI
- Last name

3 PAYMENT INFORMATION

1 Pricing
Enter state, HCPCS, and modifier

Available Information:
Medicare allowed amount

2 Check Information

Available Information:
- Outstanding checks within last 30 days
- Last five checks

3 Offset Information Enter FCN

Available Information:
- Claim details of original overpayment
- Overpayment letter date and current offset balance

4 GENERAL INFORMATION

1 Information On Your Appeal Right

2 Customer Service Hours of Operation

3 Customer Service Closure Schedule

* IVR SURVEY

To participate in the survey, return to the main menu after your inquiry, then press star.

Originated on June 17, 2011 | Revised May 14, 2026
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