

## 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

### **BENEFICIARY INFORMATION**

- **CLAIMS INFORMATION**
- **PAYMENT INFORMATION**

**Pricing** 

amount

and modifier

Enter state. HCPCS.

Medicare allowed

**Check Information** 

**Available Information:** 

· Outstanding checks

· Last five checks

Offset Information

**Available Information:** 

original overpayment

Overpayment letter

date and current

offset balance

Claim details of

**Enter FCN** 

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within last 30 days

Available Information:

- **GENERAL** INFORMATION
- **SURVEY**

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

Note: To protect beneficiaries from Medicare fraud, CGS disabled beneficiary eligibility information on February 28, 2025.

#### **Beneficiary Eligibility**

#### **Recorded Message:**

Beneficiary eligibility is no longer available through this IVR. Per CMS mandate, use a selfservice tool such as the myCGS portal, your billing agency, clearinghouse, software vendors or HETS

#### **CMN Status**

- · Same or similar inquiries
- Enter HCPCS

#### **Oxygen CMN Status**

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

#### **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

#### **Claim Status**

Enter MBI, beneficiary name, and date of service.

#### **Available Information:**

- · By-line information
- · Payment floor
- · Reason for denial
- · Appeal rights

#### **Pending Claim** Information

#### **Available Information:**

- · Claims on payment floor
  - · Pending claims at CWF
  - Other pending claims

#### Redetermination Information

3

5

**Available Information:** 

Redetermination Status

### **Order a Duplicate Remittance Notice**

Enter payment date

#### Ordering/Referring **Provider Information**

- · Provider's NPI
- · Last name

#### Information On Your Appeal Right

- **Customer Service Hours of Operation**
- **Closure Schedule**

#### To participate in the survey, return to the main menu after

then press star.

your inquiry,

### **Customer Service**

#### Standard Functions

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

#### **Additional Feature!**

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

