Chapter 15 Contents

Introduction
The following addresses and telephone numbers are provided so that you will know where to obtain the information/materials you need or where to send inquiries.

1. Durable Medical Equipment Medicare Administrative Contractors

Jurisdiction A
Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont

Noridian Administrative Services
PO Box 6780
Fargo, ND 58108-6780
Phone/IVR: 1.866.419.9458
Website: https://www.noridianmedicare.com

Jurisdiction B
Illinois, Indiana, Kentucky, Michigan, Minnesota, Ohio, Wisconsin

CGS
PO Box 20007
Nashville, TN 37202
Phone: 1.866.590.6727
IVR: 1.877.299.7900
TelephoneNumber Reopenings: 1.844.240.7490
Website: https://www.cgsmedicare.com

Jurisdiction C
Alabama, Arkansas, Colorado, Florida, Georgia, Louisiana, Mississippi, New Mexico, North Carolina, Oklahoma, Puerto Rico, South Carolina, Tennessee, Texas, U.S. Virgin Islands, Virginia, West Virginia

CGS
PO Box 20010
Nashville, TN 37202
Phone: 1.866.270.4909
IVR: 1.866.238.9650
TelephoneNumber Reopenings: 1.866.813.7878
Website: https://www.cgsmedicare.com
Jurisdiction D
Alaska, American Samoa, Arizona, California, Guam, Hawaii, Idaho, Iowa, Kansas, Mariana Islands, Missouri, Montana, Nebraska, Nevada, North Dakota, Oregon, South Dakota, Utah, Washington, Wyoming

Noridian Administrative Services
PO Box 6727
Fargo, ND 58108-6727
Phone/IVR: 1.877.320.0390
Website: https://www.noridianmedicare.com

2. Jurisdiction C Resources

Advance Determination of Medicare Coverage (ADMC)
CGS
ATTN: ADMC
PO Box 20010
Nashville, TN 37202
Fax: 1.615.782.4647

Common Electronic Data Interchange
National Government Services
Phone: 1.866.311.9184
Email address: ngs.cedihelpdesk@anthem.com
Website: https://www.ngscedi.com

Correspondence
CGS
DME MAC Jurisdiction C
PO Box 20010
Nashville, TN 37202

Prior Authorization Requests
CGS – DME Medical Review – Prior Authorization
PO Box 24890
Nashville, TN 37202-4890
Fax: 1.615.664.5960

Provider Outreach and Education (POE)
CGS
DME MAC Jurisdiction C
PO Box 20010
Nashville, TN 37202
ATTN: POE Department

Refund Checks
CGS
JC DME MAC
PO Box 955152
St. Louis, MO 63195-5152
Resources

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Unified Program Integrity Contractor (UPIC) (Southwest)
-Qlarant
Arkansas, Colorado, Louisiana, Mississippi, New Mexico, Oklahoma, and Texas
Website: http://www.qlarant.com/

Unified Program Integrity Contractor (UPIC) (Southeast)
-SafeGuard Services, LLC
Alabama, Georgia, Florida, North Carolina, Puerto Rico, South Carolina, Tennessee, Virginia, U.S.
Virgin Islands, and West Virginia
Website: http://www.safeguard-servicesllc.com/

Appeals and Reopenings

Clerical Error Reopenings
-CGS
DME MAC Jurisdiction C
PO Box 20010
Nashville, TN 37202
For a reopening with an underpayment, fax to: 1.615.782.4649
For a reopening with an overpayment, fax to: 1.615.782.4477
Telephone Reopenings: 1.866.813.7878

Redeterminations
-CGS
ATTN: Redetermination Department
PO Box 20009
Nashville, TN 37202
Fax: 1.615.782.4630

Reconsiderations
-Maximus Federal Services, Inc.
Medicare DME
3750 Monroe Avenue, Suite 777
Pittsford, NY 14534-1302
Phone: 585-348-3200
Toll Free: 833-974-2363 (833-9QI-CDME)
Website: www.medicaredmeappeals.com

Requests can also be submitted via the QIC Appeals Portal at https://qicappeals.cms.gov

Administrative Law Judge (ALJ)
Requests for ALJ hearings must be filed to the Office of Medicare Hearings and Appeals (OMHA) at
the address listed on your reconsideration notice.

3. Additional Resources

CMS-1500 (12/90) Claim Form
U. S. Government Printing Office
Superintendent of Documents
Washington, DC 20402
Phone: 1.866.512.1800
Resources

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Coding Assistance
Pricing, Data Analysis and Coding (PDAC) Contractor
Palmetto GBA
PO Box 100320
Columbia, SC 29202-3320
Phone: 1.877.735.1326
Website: https://www.dmepdac.com

Competitive Bidding
Competitive Bidding Implementation Contractor (CBIC)
Palmetto GBA
2743 Perimeter Parkway Ste 200-400
Augusta, GA 30909-6499
Phone: 1.877.577.5331
Website: https://www.dmecompetitivebid.com

Benefits Coordination & Recovery Center (BCRC)
Medicare – MSP General Correspondence
PO Box 138897
Oklahoma City, OK 73113-8897
Phone: 1.855.798.2627
TTY/TDD: 1.855.797.2627 (for the hearing and speech impaired)
Fax: 1.405.869.3307

Office of Inspector General (OIG) Hotline
1.800.HHS.TIPS (1.800.447.8477)

Provider Enrollment Chain Ownership System (PECOS)
https://pecos.cms.hhs.gov/

Social Security Administration (SSA)
Contact your local SSA office or call 1.800.772.1213.

Supplier Enrollment/Inquiries
National Supplier Clearinghouse (NSC)
AG-495
PO Box 100142
Columbia, SC 29202-3142
Phone: 1.866.238.9652
Website: https://www.palmettogba.com/nsc

The supplier enrollment form, CMS 855S, is available at

United Mine Workers Association (UMWA)
U.M.W.A. Health and Retirement Funds
PO Box 619099
Dallas TX 75261-9741
Phone: 1.888.865.5290
### 4. Web Resources

The DME MAC Jurisdiction C website is available at [https://www.cgsmedicare.com](https://www.cgsmedicare.com) (select “DME MAC Jurisdiction C”). From the website, you can access and download the DME MAC Insider, DME MAC Jurisdiction C Supplier Manual, and DME MAC Jurisdiction C Fee Schedules.

To access the DME MAC Jurisdiction C resources go to [https://www.cgsmedicare.com](https://www.cgsmedicare.com) and select “DME MAC Jurisdiction C.” Frequently Asked Questions, forms, and other publications can be accessed from the website.


Beginning October 1, 2003, CMS transitioned from a paper-based manual system to a Web-based system. The transition included streamlining, updating, and consolidating various CMS program instructions into an electronic Web-based manual system for all users. The new online CMS Manual System is organized by functional area, (e.g., eligibility, entitlement, claims processing, benefit policy, program integrity). The manuals are listed below.

- Pub. 100-01 — Medicare General Information, Eligibility, and Entitlement
- Pub. 100-02 — Medicare Benefit Policy
- Pub. 100-03 — Medicare National Coverage Determinations
- Pub. 100-04 — Medicare Claims Processing
- Pub. 100-05 — Medicare Secondary Payer
- Pub. 100-06 — Medicare Financial Management
- Pub. 100-07 — State Operations
- Pub. 100-08 — Medicare Program Integrity
- Pub. 100-09 — Medicare Contractor Beneficiary and Provider Communications
- Pub. 100-10 — Quality Improvement Organization
- Pub. 100-11 — Reserved
- Pub. 100-12 — State Medicaid
- Pub. 100-13 — Medicaid State Children’s Health Insurance Program
- Pub. 100-14 — Medicare End Stage Renal Disease Network Organization
- Pub. 100-15 — State Buy-In
- Pub. 100-16 — Medicare Managed Care
- Pub. 100-17 — CMS/Business Partners Systems Security
- Pub. 100-18 — Reserved
- Pub. 100-19 — Demonstrations
- Pub. 100-20 — One-Time Notification
- Pub. 100-21 — Recurring Update Notification


This site includes National Coverage Determinations, National Coverage Analyses, and Local Medical Review Policies.


*CGS does not review or control the content and accuracy of websites referenced in this manual, except the CGS website, and is therefore not responsible for their content or accuracy.*