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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

Telephone 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

Telephone 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

**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/qicportal/>.

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

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

NPE contractor https://www.cms.gov/medicare/provider-enrollment-and-certification/medicareprovidersupenroll/downloads/contact_list.pdf

The supplier enrollment form, CMS 855S, is available at
<https://www.cms.gov/cmsforms/downloads/cms855s.pdf>.

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/jc>. From the Jurisdiction C website, you can access a variety of resources, including the *DME MAC Jurisdiction C Supplier Manual*, Fee Schedules, Frequently Asked Questions, myCGS, and much more.

The Centers for Medicare & Medicaid Services (CMS) – <https://www.cms.gov>

CMS Manual System – <https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Internet-Only-Manuals-IOMs.html>

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

Medicare Coverage Database – <https://www.cms.gov/medicare-coverage-database/search.aspx>

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

CMS Forms – <https://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/index.html>

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.