Chapter 15

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
   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
Resources

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/](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/](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**  
C2C Innovative Solutions, Inc.  
ATTN: DME QIC  
PO Box 44013  
Jacksonville, Florida 32231-4013  
Phone: 1.904.224.7433  
Website: [https://www.C2Cinc.com](https://www.C2Cinc.com)

Physical address for overnight packages:  
301 W. Bay Street  
6th Floor  
Jacksonville, FL 32202

**Administrative Law Judge (ALJ)**  
Requests for ALJ hearings must be filed to the Office of Medicare Hearings and Appeals (OMHA) at the following locations depending on the place of service (for DMEPOS claims, the place of service is defined as the beneficiary’s address of record):

**Arlington, Virginia**  
(Mid-Atlantic Field Office and Headquarters)  
1700 N. Moore St., Suite 1600  
Arlington, VA 22209  
Phone: 1.866.231.3087
Field Office Jurisdictions

<table>
<thead>
<tr>
<th>Field Office</th>
<th>Jurisdiction</th>
<th>States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mid-Atlantic Field Office</td>
<td>HHS Region 4</td>
<td>Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina and Tennessee</td>
</tr>
<tr>
<td></td>
<td>HHS Region 6</td>
<td>Arkansas, Louisiana, New Mexico, Oklahoma and Texas</td>
</tr>
<tr>
<td>Southern Field Office</td>
<td>HHS Region 1</td>
<td>Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont</td>
</tr>
<tr>
<td></td>
<td>HHS Region 2</td>
<td>New York, New Jersey, Puerto Rico and Virgin Islands</td>
</tr>
<tr>
<td></td>
<td>HHS Region 3</td>
<td>Delaware, Maryland, Pennsylvania, Virginia, West Virginia and District of Columbia</td>
</tr>
<tr>
<td></td>
<td>HHS Region 5</td>
<td>Illinois, Indiana, Ohio, Michigan, Minnesota and Wisconsin</td>
</tr>
<tr>
<td>Mid-west Field Office</td>
<td>HHS Region 7</td>
<td>Iowa, Kansas, Missouri and Nebraska</td>
</tr>
<tr>
<td></td>
<td>HHS Region 8</td>
<td>Colorado, Montana, North Dakota, South Dakota, Utah and Wyoming</td>
</tr>
<tr>
<td></td>
<td>HHS Region 9</td>
<td>Arizona, California, Hawaii, Nevada, Guam, Trust Territory of the Pacific and American Samoa</td>
</tr>
<tr>
<td>Western Field Office</td>
<td>HHS Region 10</td>
<td>Alaska, Idaho, Oregon and Washington</td>
</tr>
</tbody>
</table>

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

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 (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 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.