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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

C2C Innovative Solutions, Inc.

ATTN : DME QIC

PO Box 44013

Jacksonville, Florida 32231-4013

Phone : 1.904.224.7433

Website: <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

Cleveland, Ohio
(Mid-West Field Office)
 BP Tower, Suite 1300
 200 Public Square
 Cleveland, OH 44114-2316
 Phone: 1.866.236.5089

Irvine, California
(Western Field Office)
 19 Technology Drive, Suite 200
 Irvine, CA 92618
 Phone: 1.949.788.8000

Miami, Florida
(Southern Field Office)
 100 SE 2nd Street, Suite 1700
 Miami, FL 33131-2100
 Phone: 1.866.622.0382

Field Office Jurisdictions

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

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

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
<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> (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.

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/overview-and-quick-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.

