

CGS JURISDICTION 15 PART A/HH&H CUSTOMER SERVICE SERVICE LINE

PART A: 1.866.590.6703
HH&H: 1.877.299.4500

PART A HOURS OF OPERATION: Mon - Fri: 7:00 a.m. to 4:00 p.m. CT
HH&H HOURS OF OPERATION: Mon - Fri: 8:00 a.m. to 4:30 p.m. CT

USER GUIDE

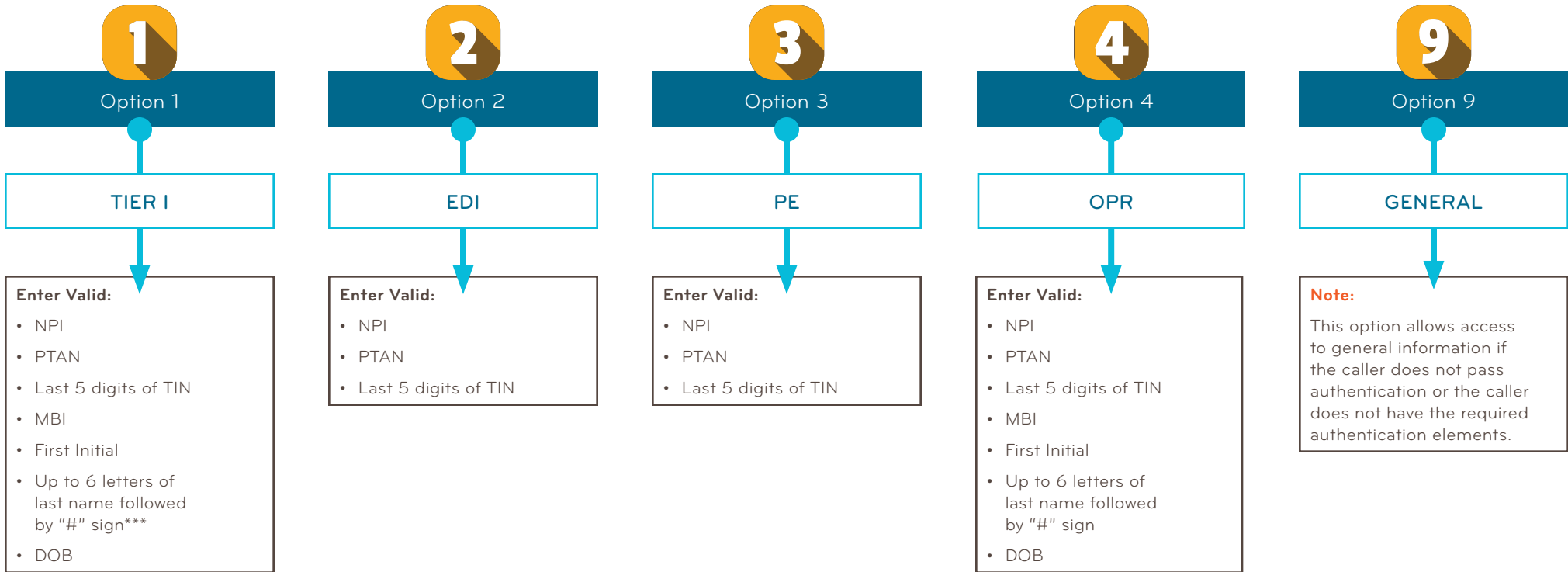
INFORMATION YOU MAY NEED:

- NPI
- PTAN*
- Last five digits of tax identification number

- MBI (Medicare beneficiary identifier) or HICN (health insurance claim number)**
 - Press "1" for the MBI
 - Press "2" for the HICN

- Beneficiary's first initial
- Beneficiary's last name - Enter up to six letters followed by "#" sign (ignore any spaces)
- Beneficiary date of birth

NOTE: For assistance with entering the MBI and the beneficiary's name, refer to the IVR and CTI Converter Tools at https://www.cgsmedicare.com/medicare_dynamic/j15/ivr_mbi_converters.asp.



Press * to identify you are entering a letter, then press the letter number combination on your telephone keypad:

A. 21	E. 32	I. 43	L. 53	Q. 11	U. 82	Y. 93
B. 22	F. 33	J. 51	N. 62	R. 72	V. 83	Z. 12
C. 23	G. 41	K. 52	O. 63	S. 73	W. 91	
D. 31	H. 42	L. 53	P. 71	T. 81	X. 92	

* Entry for Alpha Numeric PTAN steps have changed.

** You may now Enter or SAY the MBI.

*** For patients with last name with fewer than six letters but with a suffix, add the letters up to six (e.g., *Lee Jr.* should be entered *leejr*).



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