

### GREETING

“Welcome to CGS, the Medicare Administrative Contractor for Jurisdiction 15. To ensure excellent customer service, your call may be monitored or recorded for evaluation purposes. Be advised that you will need your NPI and PTAN information when speaking with a customer service representative.”

### STATES

- Press “1” for KY
- Press “2” for OH

### MAIN MENU

- Press “1” for Eligibility, Billing or Claim Information
- Press “2” for Electronic Data Interchange or EDI
- Press “3” for Provider Enrollment, Credentialing, and Revalidation
- Press “4” for Overpayment Recovery and Refunds
- Press “9” for General Information

#### **National Provider Identifier (NPI)**

Enter your NPI followed by the “#” key

#### **Provider Transaction Access Number (PTAN)**

Enter your PTAN followed by the “#” key

#### **Tax Identification Number**

Enter the last 5 digits of your tax identification number.

**Please note:** The NPI, PTAN and last 5 digits of the tax identification number must be a valid combination on the crosswalk in order to obtain information.

#### **Patient’s Medicare Number**

Please enter the MBI number. For instructions on how to enter an MBI # please press “\*” then “#.”

For assistance, refer to the IVR and CTI Converter Tools at [https://www.cgsmedicare.com/medicare\\_dynamic/j15/ivr\\_mbi\\_converters.asp](https://www.cgsmedicare.com/medicare_dynamic/j15/ivr_mbi_converters.asp), which will provide the characters you need to enter.

#### **Patient’s Name**

- Enter the beneficiary’s first initial using the letters on your telephone keypad.
- Enter the first six digits of the beneficiary’s last name followed by the # key.
- Example 1: Smith will be “7”, “6”, “4”, “8”. “4”.
- Example 2: Smith Jr will be “7”, “6”, “4”, “8”, “4” “5”
- For assistance, refer to the IVR and CTI Converter Tools at [https://www.cgsmedicare.com/medicare\\_dynamic/j15/ivr\\_mbi\\_converters.asp](https://www.cgsmedicare.com/medicare_dynamic/j15/ivr_mbi_converters.asp), which will provide the characters you need to enter.

**Hint:** Only enter letters. Ignore any spaces and enter the first 6 letters unless the name is shorter then 6 letters enter all letters of the last name followed by the # key.

#### **Patient’s Date of Birth**

Enter the patient’s date of birth in MM/DD/YYYY format.



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