

# CGS JURISDICTION 15 PART B CUSTOMER SERVICE SERVICE LINE

1.866.276.9558

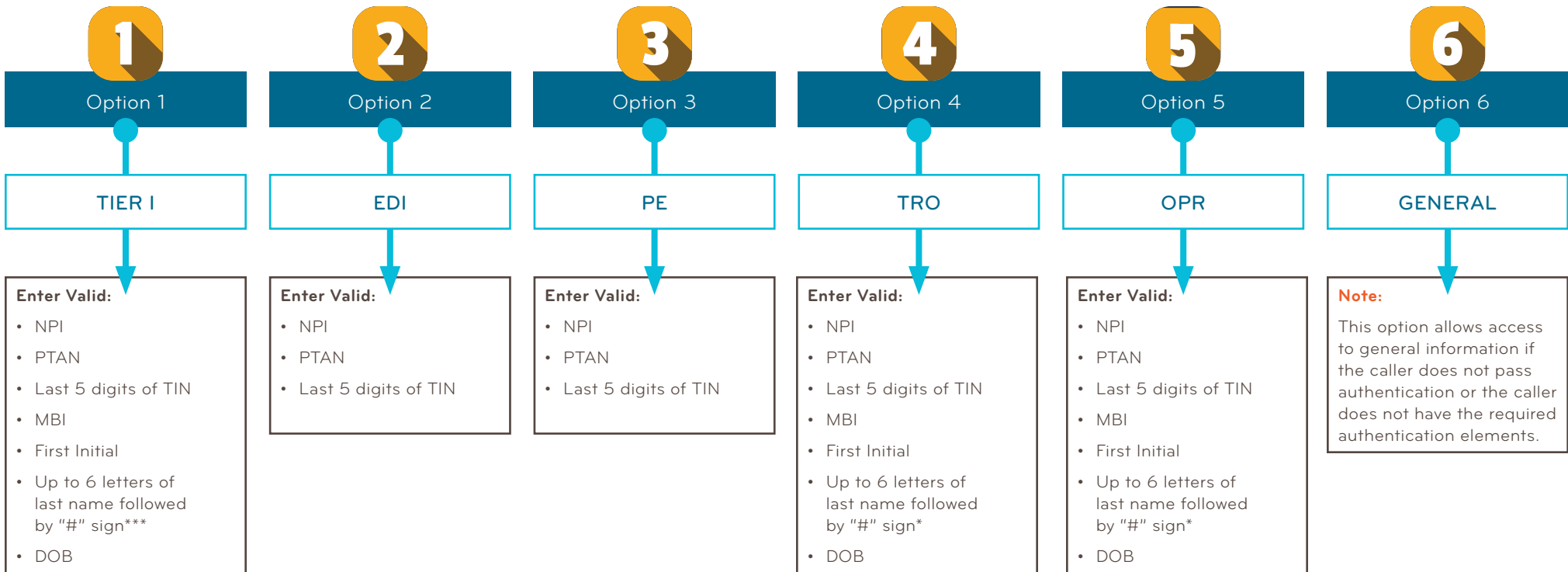
HOURS OF OPERATION:  
MONDAY - FRIDAY: 7:00 A.M. TO 4:00 P.M. CT

## USER GUIDE

### INFORMATION YOU MAY NEED:

- NPI
- PTAN\*
- Last five digits of tax identification number
- MBI (Medicare beneficiary identifier)\*\*
- 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](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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