HOURS OF OPERATION: Monday–Friday, 8 am–5 pm. ET | 1.866.276.9558

CGS JURISDICTION 15

PART B CUSTOMER SERVICE LINE USER GUIDE

INFORMATION YOU MAY NEED:

- NPI
- PTAN*
- Tax identification number (last 5 digits)
- Medicare beneficiary identifier (MBI)**
- Beneficiary's first initial
- Beneficiary's last name (up to 6 letters)***
- Beneficiary's date of birth

NOTE:

Before you call, use the MBI & Name to Number Converter to get the correct numbers to enter on your telephone keypad (https://www.cgsmedicare.com/ivr_converter.html).

ATTENTION: Effective as of August 1, 2026, Part B providers will no longer be able to utilize the Part B telephone reopening line to request a correction for a claim. Click here for more information (https://cgsmedicare.com/partb/pubs/news/2026/07/news-205914.html)

1 — Option 1 — TIER I

Enter Valid:

- NPI
- PTAN
- Tax ID (last 5 digits)
- MBI
- First Initial
- Last Name (up to 6 letters) followed by #
- DOB

2 — Option 2 — EDI

Enter Valid:

- NPI
- PTAN
- Tax ID (last 5 digits)

3 — Option 3 — PE

Enter Valid:

- NPI
- PTAN
- Tax ID (last 5 digits)

5 — Option 5 — OPR

Enter Valid:

- NPI
- PTAN
- Tax ID (last 5 digits)
- MBI
- First Initial
- Last Name (up to 6 letters) followed by #
- DOB

6 — Option 6 — GENERAL

NOTE:

Provides general information for callers who can't pass the required authentication elements.

To enter a letter, use the key combinations below:

A.	*21	E.	*32	I.	*43	M.	*61	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		

* Use the letter to number chart for alphanumeric PTANs

** Key or SAY the MBI.

*** If the last name is less than 6 letters with a suffix, key all letters (e.g., For *Lee Jr.*, key *leejr*).

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