



Requesting Telephone Reopenings *through the IVR*

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.”

Note: Please have your Provider Remittance Notice referencing the ICN(s) you are requesting to have reopened, before starting the IVR Reopening process.

STATES

Press “1”	for Kentucky
Press “2”	for Ohio

MAIN MENU

Press “1”	for Claim and Redetermination Status
Press “2”	for Eligibility Information
Press “3”	for Financial Information
Press “4”	for Other Information
Press “5”	for Validate NPI
Press “6”	for General Medicare Information
Press “7”	for TRO (Telephone Reopenings)
Press “8”	it repeat information

NATIONAL PROVIDER IDENTIFIER (NPI)

Enter your NPI followed by the “#” key.

PROVIDER TRANSACTION ACCESS NUMBER (PTAN)

Providers will follow the prompts below:

- If the provider number is numeric, press 1.
- After pressing “1”
 - Enter the provider number followed by the # key.
 - If it is alpha-numeric press 2.
- After pressing “2”
 - If your PTAN starts with one or more letters press 1, otherwise press 2.
 - Enter the letter now, if you need instructions on entering the letter, press 00.
 - If there is another letter following the letter you just entered press 1, otherwise press 2.

- Upon pressing 2, please enter the numeric portion of your PTAN followed by the # key.

ENTERING PTAN LETTERS

To enter a letter, you will press two keys:

- First, press the key with the letter.
- Then press “1,” “2,” or “3” depending upon the position of the letter on that key.
- Example: To enter the letter A, press “2” then “1”

On telephones where Q appears with P, R, and S on key 7 assume that R and S are the second and third positions respectively. Regardless of your telephone type, assume that Q and Z are on the one key. Q would be positioned as the first letter and Z as the second.

- Example: To enter Z, press “1” then “2”.
- Enter PTAN letters:

A	21	G	41	M	61	S	73	Y	93
B	22	H	42	N	62	T	81	Z	12
C	23	I	43	O	63	U	82		
D	31	J	51	P	71	V	83		
E	32	K	52	Q	11	W	91		
F	33	L	53	R	72	X	92		

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.

CALLER NAME

Please enter the first name of the caller followed by the # key. If you need instructions on entering alphabetic characters, press the * key.

PROVIDER TELEPHONE NUMBER

Please enter the provider telephone number followed by the # key.

PATIENT'S MEDICARE NUMBER

If the medicare number begins with a letter press 1, otherwise press 2.

- Upon pressing 2, A valid Medicare number consists of 9 numbers followed by a letter or letter number



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combination. Enter the first 9 digits of the Medicare number.

- If the letter following the number is A, press 1; B, press 2; C, press 3; D, press 4; M, press 5; T, press 6; W, press 7. For any other letter, press 8. If there is a number following the letter, press 1. If there is another letter following the letter press 2, if there is nothing following the letter press the # key.
- Enter the first letter of the patient's first name, following the letters on your telephone key pad. Next, it will request you to enter the first six letters of the beneficiary's last name using the letters on the telephone keypad followed by the # key.

PATIENT'S NAME

- Key the letters of the patients name on the keypad,
 - If the letters do not match what the system is programmed to recognize the system will identify the letters you have entered do not match what we have on file. Please verify your information and try again. To re-enter the letters, press 1. To return to the main menu, press 8.
- System repeats patient's Medicare number to insure accuracy, if this correct press 1, if not correct press 2.

ENTER THE THIRTEEN DIGIT INTERNAL CLAIM CONTROL NUMBER

- Please enter the thirteen digit Internal Claim Control Number, repeats number entered, if this correct press 1, to re-enter the number press 2.
 - If the claim has been previously adjusted, appealed, or requires documentation, it cannot be serviced by the IVR. Please contact a Customer Service Representative for assistance.
- Which action do you want to perform?

Press "1"	to add, remove, or replace modifier
Press "2"	to add, remove, or replace the diagnosis
Press "3"	to replace the Date of Service
Press "0"	to go back to the Main Menu

MODIFIER

Press "1"	to remove a modifier
Press "2"	to replace a modifier
Press "3"	to add a modifier

- Enter the line number of the procedure code containing the modifier you want to **remove**:

Press "1"	to remove a modifier from position 1
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Press "2"	to remove a modifier from position 2
Press "3"	to remove a modifier from position 3
Press "4"	to remove a modifier from position 4
Press "5"	to go back to TRO Menu

- Do you want to remove another modifier on the same line? Press 1 for yes, or 2 for no.
- Do you want to remove another modifier on another line? Press 1 for yes, or 2 for no.
- Reopening request is **COMPLETE**, reference number is provided.

Press "1"	if yes (go back to TRO Menu)
Press "2"	if no (to reopen any other ICN)
Press "3"	to go back to Main Menu

- Enter the line number of the procedure code containing the modifier you want to **replace**:

Press "1"	to replace a modifier from position 1
Press "2"	to replace a modifier from position 2
Press "3"	to replace a modifier from position 3
Press "4"	to replace a modifier from position 4

Press "5"	to go back to TRO Menu
Press "1"	to replace with modifier 24
Press "2"	to replace with modifier 25
Press "3"	to replace with modifier 57
Press "4"	to replace with modifier 58
Press "5"	to replace with modifier 78
Press "6"	to replace with modifier 79
Press "7"	to replace with modifier 59
Press "8"	to replace with modifier 50
Press "9"	to replace with modifier 26
Press "0"	to replace with any other modifier

- Do you want to replace another modifier on the same line? Press 1 for yes or 2 for no.
- Do you want to replace another modifier on another line? Press 1 for yes or 2 for no.
 - If "0" is pressed, Enter the modifier that you would like to add. To enter a character: First, press the * key
 - Then press "1," "2," or "3" depending upon the position of the letter on that key.
 - Ex- press * 2 and 1 for "A"
- Reopening request is **COMPLETE**, reference number is provided.

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- Enter the line number of the procedure code containing the modifier you want to **add**:

Press "1"	to add modifier 24
Press "2"	to add modifier 25
Press "3"	to add modifier 57
Press "4"	to add modifier 58
Press "5"	to add modifier 78
Press "6"	to add modifier 79
Press "7"	to add modifier 59
Press "8"	to add modifier 50
Press "9"	to add modifier 26
Press "0"	to add any other modifier
Press "#"	to go back to TRO Menu

- Enter the modifier that you would like to add.
- To enter a character:
 - First, press the key with the letter
 - Then press "1," "2," or "3" depending upon
 - The position of the letter on that key.
 - Ex- press * 2 and 1 for "A"
- Do you want to add another modifier on same line? Press 1 for yes or 2 for no.
- Do you want to add another modifier on another line? Press 1 for yes or 2 for no.
- Reopening request is **COMPLETE**, reference number is provided.

Press "1"	if yes (go back to TRO Menu)
Press "2"	if no (to reopen any other ICN)
Press "3"	to go back to Main Menu

DIAGNOSIS CODE

- To **remove** a diagnosis code: **Press "1"**

Press "1"	to remove a diagnosis code from position 1 through 5
Press "2"	to remove a diagnosis code from position 6 through 12
Press "#"	to go back to TRO Menu

- Enter the line number of the procedure code containing the diagnosis you want to **remove**:

Press "1"	to remove a diagnosis from position 1
Press "2"	to remove a diagnosis from position 2
Press "3"	to remove a diagnosis from position 3

Press "4"	to remove a diagnosis from position 4
Press "5"	to remove a diagnosis from position 5

Press "1"	to remove a diagnosis from position 6
Press "2"	to remove a diagnosis from position 7
Press "3"	to remove a diagnosis from position 8
Press "4"	to remove a diagnosis from position 9
Press "5"	to remove a diagnosis from position 10
Press "6"	to remove a diagnosis from position 11
Press "7"	to remove a diagnosis from position 12

- Do you want to remove another diagnosis code on the same line? Press 1 for yes or 2 for no.
- Do you want to remove another diagnosis code on another line? Press 1 for yes or 2 for no.
- Reopening request is **COMPLETE**, reference number is provided.
- To replace a diagnosis code: **Press "2"**

Press "1"	to replace a diagnosis code from position 1 through 5
Press "2"	to replace a diagnosis code from position 6 through 12
Press "3"	to go back to TRO Menu

- Enter the line number of the procedure code containing the diagnosis you want to **replace**:

Press "1"	to replace a diagnosis from position 1
Press "2"	to replace a diagnosis from position 2
Press "3"	to replace a diagnosis from position 3
Press "4"	to replace a diagnosis from position 4
Press "5"	to replace a diagnosis from position 5

Press "1"	to replace a diagnosis from position 6
Press "2"	to replace a diagnosis from position 7
Press "3"	to replace a diagnosis from position 8
Press "4"	to replace a diagnosis from position 9
Press "5"	to replace a diagnosis from position 10
Press "6"	to replace a diagnosis from position 11
Press "7"	to replace a diagnosis from position 12
Press "#"	to go back to TRO Menu

- Reopening request is **COMPLETE**, reference number is provided.
- Do you want to replace another diagnosis code on the same line? Press 1 for yes or 2 for no.

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- Do you want to replace another diagnosis code on another line? Press 1 for yes or 2 for no.
- To **add** a diagnosis code: **Press “3”**

Press “1”	to add a diagnosis code from position 1 through 5
Press “2”	to add a diagnosis code from position 6 through 12
Press “3”	to go back to TRO Menu

- Enter the line number of the procedure code containing the diagnosis you want to **add**:
- To **add** a diagnosis code: **Press “3”**

Press “1”	to add a diagnosis code in position 1
Press “2”	to add a diagnosis code in position 2
Press “3”	to add a diagnosis code in position 3
Press “4”	to add a diagnosis code in position 4
Press “5”	to add a diagnosis code in position 5

Press “1”	to add a diagnosis code in position 6
Press “2”	to add a diagnosis code in position 7
Press “3”	to add a diagnosis code in position 8
Press “4”	to add a diagnosis code in position 9
Press “5”	to add a diagnosis code in position 0
Press “6”	to add a diagnosis code in position 11
Press “7”	to add a diagnosis code in position 12
Press “#”	to go back to TRO Menu

- Do you want to add another diagnosis code on the same line? Press 1 for yes or 2 for no.
- Do you want to add another diagnosis code on another line? Press 1 for yes or 2 for no.

DATE OF SERVICE

- Enter the line number of the procedure code to change the Date of service.

Note: Only the month and day can be updated. The year cannot be changed using the IVR.

Press “1”	to change “From date of service”
Press “2”	to change “To date of service”
Press “3”	to change both “From date of service and “To date of service on the same line”

- Enter the new “From date of service” (mm/dd)
- Enter the new “To date of service” (mm/dd)

Repeats month and day entered, if this correct, press 1. If not, please press 2 to re-enter.

- Do you want to change the month or day on a different line? Press 1 for Yes or 2 for No
- If 1 is pressed, instructions will be repeated. If 2 is pressed, date of service change is completed and reference number will be provided.