CGS ADMINISTRATORS, LLC (CGS) & NORIDIAN HEALTHCARE SOLUTIONS (NORIDIAN) SELF SERVICE TOOLS & RESOURCES

As the four Durable Medical Equipment Medicare Administrative Contractors (DME MACs), CGS and Noridian are responsible for processing and paying Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) for Medicare beneficiaries.

The permanent address of the Medicare beneficiary determines the jurisdiction responsible for processing claims. Below is a breakdown of each jurisdiction and the associated states:

- Jurisdiction A DME MAC is administered by Noridian for the states of Connecticut, Delaware, Massachusetts, Maine, Maryland, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, and District of Columbia.
- Jurisdiction B DME MAC is administered by CGS for the states of Illinois, Indiana, Kentucky, Michigan, Minnesota, Ohio, and Wisconsin.
- Jurisdiction C DME MAC is administered by CGS for the states and U.S. territories of Alabama, Arkansas, Colorado, Florida, Georgia, Louisiana, Mississippi, New Mexico, North Carolina, Oklahoma, Puerto Rico, South Carolina, Tennessee, Texas, US Virgin Islands, Virginia, and West Virginia.
- Jurisdiction D DME MAC is administered by Noridian for the states and U.S. territories
 of Alaska, Arizona, California, Hawaii, Idaho, Iowa, Kansas, Missouri, Montana, Nebraska,
 Nevada, North Dakota, Oregon, South Dakota, Utah, Washington, Wyoming, American
 Samoa, Guam, and the Northern Mariana Islands.

The tools and resources contained in this document will assist you in receiving timely Medicare updates, accessing beneficiary eligibility, claim status, same or similar information, and more.

CGS and Noridian are committed to supporting DMEPOS suppliers as partners in Medicare beneficiary care.







ALL OLL PRINCE OF	IA O ID Desired
Claim Status, Eligibility, & Same or Similar	JA & JD Portal:
	 JA: https://med.noridianmedicare.com/web/jadme/topics/nmp JD: https://med.noridianmedicare.com/web/jadme/topics/nmp
	JA IVR: 1.866.419.9458
	JD IVR: 1.877.320.0390
	65 14K. 1.077.320.0000
Duplicate Remittance Advice & PECOS	JA IVR: 1.866.419.9458
Information	JD IVR: 1.877.320.0390
Claim Specific Questions & General	JA Supplier Contact Center (SCC): 1.866.419.9458
Medicare Information	• Hours: Monday – Friday: 8:00 a.m. – 5:00 p.m. ET
	JD Supplier Contact Center (SCC): 1.877.320.0390
	• Hours: Monday – Friday: 8:00 a.m. – 6:00 p.m. CT
Request a Reopening	JA Telephone Reopenings/SCC: 1.866.419.9458
	JD Telephone Reopenings/SCC: 1.877.320.0390
Enrollment	National Provider Enrollment (NPE)
	East: 1.866.520.5193
	• Hours: 9:00 a.m. – 5:00 p.m. ET
	Website: https://www.novitas-solutions.com/webcenter/portal/DMEPOS
	West: 1.866.238.9652
	• Hours: 10:00 a.m. – 6:00 p.m. ET
	Website: https://www.palmettogba.com/palmetto/npewest.nsf
Electronic Billing	Common Electronic Data Interchange (CEDI): 1.866.311.9184
	• Hours: 9:00 a.m. – 6:00 p.m. ET
	Website: http://www.ngscedi.com
Coding Assistance	Pricing, Data Analysis and Coding Contractor (PDAC): 1.877.735.1326
	Hours: Monday – Friday: 9:30 a.m. – 5:00 p.m. ET
	Website: https://www.dmepdac.com/
JA Portal Availability	Eligibility: 24 hours per day/7 days per week
,	All other functions: Monday – Friday: 7:00 a.m. – 9:00 p.m. ET
	Saturday: 8:00 a.m. – 4:00 p.m. ET
JD Portal Availability	Eligibility: 24 hours per day/7 days per week
ob i ortal Avallability	All other functions: Monday – Friday: 6:00 a.m. – 8:00 p.m. CT
	Saturday: 7:00 a.m. – 3:00 p.m. CT
JA IVR Availability	General: 24 hours per day/7 days per week
	Claim-specific: Monday – Friday: 7:00 a.m. – 9:00 p.m. ET
	Saturday: 7:00 a.m. – 4:00 p.m. ET
JD IVR Availability	General: 24 hours per day/7 days per week
	Claim-specific: Monday – Friday: 6:00 a.m. – 8:00 p.m. CT
	Saturday: 6:00 a.m. – 3:00 p.m. CT

Whom to Contact at CGS Jurisdictions	B & C DME MAC
Claim Status, Eligibility, Same or	JB & JC Portal: https://mycgsportal.com/mycgs/
Similar, Duplicate Remittance Advice, &	JB IVR: 1.877.299.7900
Ordering/Referring Physician Information	JC IVR: 1.866.238.9650
Claim Specific Questions & General	JB Customer Support Center: 1.866.590.6727
Medicare Information	Hours: Monday – Friday: 7:00 a.m. – 4:00 p.m. CT
	JC Customer Support Center: 1.866.270.4909
	Hours: Monday – Friday: 7:00 a.m. – 5:00 p.m. CT
Request a Reopening	JB & JC Portal: https://mycgsportal.com/mycgs/
	JB Telephone Reopenings: 1.844.240.7490
	Hours: Monday – Friday: 8:00 a.m. – 5:00 p.m. ET
	JC Telephone Reopenings: 1.866.813.7878
	Hours: Monday – Friday: 7:00 a.m. – 5:00 p.m. CT
Enrollment	National Provider Enrollment (NPE)
	East: 1.866.520.5193
	• Hours: 9:00 a.m. – 5:00 p.m. ET
	Website: https://www.novitas-solutions.com/webcenter/portal/DMEPOS
	West: 1.866.238.9652
	• Hours: 10:00 a.m. – 6:00 p.m. ET
	Website: https://www.palmettogba.com/palmetto/npewest.nsf
Electronic Billing	Common Electronic Data Interchange (CEDI): 1.866.311.9184
	• Hours: 9:00 a.m. – 6:00 p.m. ET
	Website: http://www.ngscedi.com
Coding Assistance	Pricing, Data Analysis and Coding Contractor (PDAC): 1.877.735.1326
	Hours: Monday – Friday: 9:30 a.m. – 5:00 p.m. ET
	Website: https://www.dmepdac.com/
JB IVR & Portal Availability	Eligibility: 24 hours per day/7 days per week (except during system maintenance
	All other functions: Monday – Friday: 6:00 a.m. – 9:00 p.m. ET
	Saturday: 6:00 a.m. – 4:00 p.m. ET
JC IVR & Portal Availability	Eligibility: 24 hours per day/7 days per week (except during system maintenance
	All other functions: Monday – Friday: 6:00 a.m. – 9:00 p.m. CT
	Saturday: 6:00 a.m. – 4:00 p.m. CT

Option 1: Claim Status	Number of claims in given date range Claim status (processed, denied, pending, etc.) Submitted amount Remittance advice date Total allowed Total paid Check number	Caller must say "details" to hear: Claim Control Number (CCN) HCPCS or NDC submitted Units submitted Allowed amount Denial reason, if applicable	
Option 2: Eligibility	General Part A and B effective/termination dates Deductible information Medicare primary, secondary, or HMO MSP MSP name Effective/termination date MSP type	HMO HMO name Effective/termination date Inpatient/Skilled Nursing Facility (SNF) Admittance/discharge date Patient status Facility NPI	Home Health
Option 3: Same and Similar	Same and Similar • HCPCS found • Initial date • Revised/recertification date • Purchase or rental • Number of payments • Last billing date • Supplier name • Supplier phone number	Same to Same Number of HCPCS found Date of service Revised/recertification date Supplier name Supplier phone number RT/LT modifier	
Option 4: Financials	 Order remittance advice Number of total claims pending Last three checks Overpayment information 		
Option 5: Prior Authorization	Number of total claims pendingLast three checks		

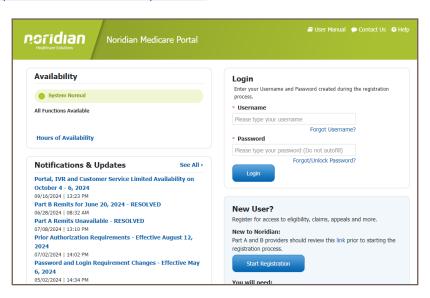
CGS Jurisdictions B & C DME MAC Interactive Voice Response (IVR) At-A-Glance			
Option 1: Beneficiary Information	Option 2: Claim Information	Option 3: Payment Information	Option 4: General Information
Beneficiary Eligibility (Enter MBI, beneficiary name, and date of birth) Part A/B eligibility date Most recent entitlement reason (if available) Deductible current & previous year Medicare Advantage Plan MSP information SNF/Inpatient hospital stay Hospice information Home Health information	Claim Status (Enter MBI, beneficiary name, and date of service) • By-line information • Payment floor • Reason for denial • Appeal rights	Pricing (Enter State, HCPCS, & Modifier) • Medicare allowed amount	Information on Your Appeal Rights
CMN StatusSame or Similar inquiriesEnter HCPCS	Pending Claim Information Claims on payment floor Pending claims at CWF Other pending claims	Check Information Outstanding checks w/i last 30 days Last five checks	Customer Service Hours of Operation
Oxygen CMN Status Most current stationary & portable CMN Last paid date w/ modifier Total # of paid claims per modality Other oxygen CMNs on file	Redetermination Information Redetermination status	Offset Information Claim details of original overpayment Overpayment letter date & current offset balance	
Diabetic Supplies & Shoe Information Claims for lancets & test strips billed w/i 90 days before & after date of service (DOS) entered Claims for other diabetic supplies billed w/i 6 months before & after DOS & HCPCS entered Claims for diabetic shoes & inserts billed within the calendar year entered	Ordering a Duplicate Remittance • Enter payment date	EFT Application Status	
	Ordering/Referring Provider Information Provider's NPI Last name		

NORIDIAN MEDICARE PORTAL (NMP)

The Noridian Medicare Portal (NMP) is a free and secure, internet-based portal that allows users access to beneficiary and claim information. The portal login screen provides notification to users in the Availability section if an inquiry is under maintenance or unavailable. Important reminders are posted under the Notifications & Updates section.

Access the Portal Guide at https://med.noridianmedicare.com/web/portalguide to learn more.

Go to: https://www.noridianmedicareportal.com



Category	Contents Included
Eligibility	View Eligibility, HMO/MCO, MSP, Home Health, Hospice, Hospital, SNF, ESRD, and Preventive information. Eligibility inquiries can be conducted 12 months prior to the current date and four months after the current inquiry date.
Claim Status	View a specific claim for a beneficiary or a listing of all claims for that beneficiary billed by the provider. View nurse reviewer notes if a claim was held for supporting documentation review.
Self-Service Reopenings	Users may initiate reopenings regarding the billed amount, date of service, diagnosis, modifier, MSP type, place of service, or referring and rendering provider.
Appeals	Suppliers are highly encouraged to submit their redetermination requests and supporting documentation securely through the portal. Check the status of the prior 100 submitted redeterminations or written reopenings or search for a specific redetermination on file.
Remittance Advices	Claim-specific and full remittance advices are available.
Financials	Access the prior 50 checks and the billed amounts of claims pending on the payment floor. View a summary of claims that may have caused an overpayment. 1099 forms issued by Noridian are also available.
Same or Similar	Search by HCPCS code and date of service or search by a range of codes. NMP returns the submitted and approved HCPCS codes, initial date on file, recertification/revised date, last day item was billed, name and phone number of the supplier, type, status, and total rentals.
Prior Authorization	Check the status of PMD and PRSS prior authorization requests status, view the reviewer notes, and add/ view related documents.

myCGS WEB PORTAL

Each day, suppliers complete thousands of claims, eligibility-based inquiries, and other transactions through myCGS. The myCGS portal provides registered users with instant access to detailed information, ranging from beneficiary eligibility records to specific claims processing and payment information.

myCGS Registration Guide:

https://www.cgsmedicare.com/mycgs/regguide/dme/index.html

myCGS User Manual: https://www.cgsmedicare.com/mycgs/manual/dme/index.html



myCGS offers a wide range of functionality and support, such as:

- · Beneficiary Eligibility
- · Claim Status
- · Same or Similar information
- · ADR Viewing and Responding
- · Redetermination and Reopening Status
- ADMC and Prior Authorization Submission and Status
- MBI Lookup Tool
- Redeterminations, Reopenings, and Claim Correction Submission

The myCGS web portal includes all of the functionality contained in the IVR, PLUS more detailed features than the IVR can provide.

Educational Opportunities with Provider Outreach & Education (POE)

The main goal of POE is to reduce improper payments through education with emphasis on claims being adjudicated correctly upon initial submission. CGS and Noridian welcome you to explore and participate in our robust supplier outreach and education programs to achieve this goal.

Visit our education web pages to begin engaging with POE at in-person and virtual events.

- Noridian Jurisdiction A https://med.noridianmedicare.com/web/jadme/education
- CGS Jurisdiction B https://www.cgsmedicare.com/jb/education/index.html
- CGS Jurisdiction C https://www.cgsmedicare.com/jc/education/index.html
- Noridian Jurisdiction D https://med.noridianmedicare.com/web/jddme/education

Below is list of popular resources found on the respective education web pages.

Category	Contents Included
Webinars	Webinars are conducted free of charge using internet-based meeting software.
In-Person Education	CGS and Noridian host in-person workshops, provide DMEPOS education at a variety of state and national association meetings. POE also attends, exhibits, and educates at various tradeshows.
Personalized Education Request	POE can provide suppliers with individualized education that is specific to your company and tailored to specific educational needs.
On Demand Education Courses	On Demand Education Courses are pre-recorded online presentations that enable viewers to watch and listen to education segments at their convenience. These presentations cover a variety of topics and specialties.
Question & Answer Sessions	Do you want to ask POE a question? Noridian hosts a Monday Live Chat each week at 3:00 p.m. ET. During the question and answer sessions, POE is available for suppliers to ask questions, either verbal or written.
Ask the Contractor Meetings (ACMs)	If you have a question on your mind and are not sure who to ask, the Ask the Contractor Meetings (ACMs) are your opportunity to speak directly to your contractor. Knowledgeable DME MAC staff from a variety of functions within CGS or Noridian are available to answer supplier questions during the AC teleconferences.

TOOLS FOR SUCCESS

CGS and Noridian have a variety of tools and calculators on our websites that provide helpful information and ensure that our suppliers are well informed.

Tool & Calculators Locations:

- Jurisdiction A https://med.noridianmedicare.com/web/jadme/education/calculators-tools
- Jurisdiction B https://www.cgsmedicare.com/jb/help/tools.html
- Jurisdiction C https://www.cgsmedicare.com/jc/help/tools.html
- Jurisdiction D https://med.noridianmedicare.com/web/jddme/education/calculators-tools

Below is list of popular tools found on the respective web pages.

Fee Schedule Lookup Tool

A fee schedule is a complete listing of fees used by Medicare to pay suppliers. This comprehensive listing of fee maximums is used to reimburse a supplier for items and services. The Fee Schedule Lookup Tool provides current and previous Medicare allowed amounts for DMEPOS items and a listing of past and present national drug, pharmacy supply, and dispensing fees.

Documentation Checklists

Documentation checklists help suppliers ensure all applicable documentation is readily available as part of Medicare claims payment and processing activities. These checklists assist suppliers in understanding the documentation needed to allow for Medicare coverage.

Dear Physician Letters

POE has teamed up with the DME MAC Medical Directors to convey proper dialogue to physicians and prescribing practitioners about policy requirements. Dear Physician Letters can be printed and given to physicians and prescribing practitioners with questions as to what meets Medicare guidelines.

Calculators

CGS and Noridian offer various calculators to assist with submitting claim appeals timely, the proper number of units to supply and bill for nutrition, inhalation medication, and much more.

Medical Review Audit Information

Looking for details on claims undergoing medical review? CGS and Noridian offer this information via the Medicare portals. You will find explanations of medical review denials, the status of Additional Development Requests (ADRs), and claim processing information.

Not a portal user? The CGS Wizard can help. The CGS Wizard contains processed claim details for all claims submitted to Jurisdictions B and C, as well as ADR statuses, medical review decisions, and other resources.

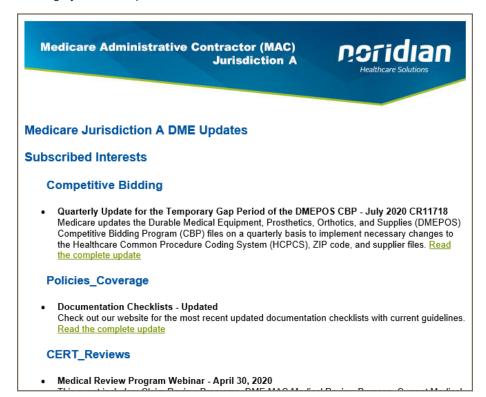
Enter a 14-digit CCN (claim control number), and the CGS Wizard will give you the claim and/or medical review denial details you need.

Noridian ListServ (Electronic Mailing List) - Delivering timely information to our Medicare community

Suppliers are encouraged to have all your staff register for the Noridian email listserv by completing a one-time, five-minute activity. Suppliers will be emailed notifications of Medicare updates, changes, education events, and time-sensitive information every Tuesday and Friday.

Articles are categorized based on your registration:

- 1. Subscribed Interests:
 - The articles are categorized and displayed based on your registration and categories of interest.
- 2. Recent Announcements Published to "Latest Updates":
 - Some articles apply to all and/or most providers/suppliers and are sent to all subscribers.
- 3. Additional Features:
 - Advertisements are included to draw attention to existing web site content that may have already been published but is still relevant.
 - Links to all articles, office closures, educational events, upcoming changes, and Medicare partners are provided as a convenience.
 - Manage your subscription.



Sign Up Now by going to https://med.noridianmedicare.com. Choose the applicable jurisdiction and click on Subscribe on the bottom right corner of the page.



CGS Electronic Mailing List - Stay updated on DME MAC news!

Sign up for the CGS DME MAC electronic mailing list today! https://www.cgsmedicare.com/email.html

- 1. Enter your name, location, email address, and company
- 2. Choose the contract and/or specialty information that fits your business
- 3. Click "Submit"

CGS Electronic Mailing List Registration
Gelt news from COS Administrations, LLC in your robox, important You must select one or more Medicare contract email list. You can also choose to receive targeted emails by selecting a specially interest email list.
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315 Part A Specialty: Organ Procurement Organization
215 Part A Specialty: Outpatient Physical Therapy/Occupational Therapy/Speech Pathology Services
275 Part A Specialty: Religious Non-Medical Health Care Institution
275 Part A Specialty Flural Health Clinic
U15 Part A Specialty Skilling Health Facility U15 Part B XXY
JS PARE CH
315 Part II Speculty Ambulance Service Supplier
715 Part B Specialty Ambulatory Surgical Center
☐ J15 Part B Speciatly: Clinic/Group Practice
215 Part B Specialty: Independent Clinical Laboratory
215 Part B Specialty Independent Degreeolic Testing Facility (IDTF)
315 Part B Specially Mammography Center
□ J15 Part B Specialty. Mains Immunication (Stoster Biller Cnty) □ J15 Part B Specialty. Medicare Clabellus Prevention Program Supplier (MCPP)
J15 Part 8 Specialty Opicid Treatment Proyent Program Provider (MCPP) J15 Part 8 Specialty Opicid Treatment Program Provider (OTP)
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315 Part B Specially Redistion Therapy Center
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