

CGS DME MAC Jurisdiction B Customer Service Line

Computer Telephone Integration (CTI) User Guide

1.866.590.6727

BEFORE YOU CALL!

Be sure you have checked all available online resources for answers to your questions. In many cases, the information you want is available to you 24 hours a day through our myCGS web portal or IVR systems. Note: For assistance with entering the MBI and the beneficiary's name, refer to the Medicare Beneficiary Identifier (MBI) and Beneficiary Name to Number Converter located at https://www.cgsmedicare.com/ivr_converter.html.

PCC Hours (Monday – Friday):

7:00 a.m. – 5:00 p.m. CT

8:00 a.m. – 6:00 p.m. ET

Exceptions may be found at:

<https://www.cgsmedicare.com/jb/cs/hours.html>

INFORMATION YOU MAY NEED:

- NPI
- PTAN – Same number as your NSC supplier number
- Last 5 digits of tax identification number (TIN)
- Medicare Beneficiary Identifier (MBI)
- Beneficiary's first initial
- Beneficiary's last name – Enter up to six letters followed by "#" sign (ignore any spaces)
- Beneficiary date of birth (DOB)

