



CGS DME MAC Jurisdiction C Interactive Voice Response (IVR) System User Guide

To access the IVR, call **1.866.238.9650**

Information You May Need:

- NPI
- PTAN - Same number as your NSC supplier number
- Last five digits of TIN
- HICN - Press 1 if begins with letter, press 2 if begins with number
- Beneficiary's first initial
- Beneficiary's last name - First six letters plus "#" sign
- Beneficiary date of birth
- Date of service
- HCPCS code/modifiers
- FCN - Located on your remittance notice
- DCN - Located on our acknowledgement letter
- CCN/ICN - Located on your remittance advice
- Payment date

1 CLAIMS INFORMATION	2 BENEFICIARY INFORMATION	3 PAYMENT INFORMATION	4 GENERAL INFORMATION
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You will be prompted for your NPI, PTAN, last five digits of your Tax Identification Number (TIN).
Press "1" for a PTAN containing a letter. • Press "2" for a PTAN not containing a letter.

1 CLAIM STATUS
Enter HICN, beneficiary name, and date of service.

Available Information:

- By-line information
- Payment floor
- Reason for denial
- Appeal rights

2 PENDING CLAIM INFORMATION

Available Information:

- Claims on payment floor
- Pending claims at CWF
- Other pending claims

3 REDETERMINATION INFORMATION

Available Information:

- Redetermination Status

4 Order a Duplicate Remittance Notice
Enter payment date.

5 Ordering/Referring Provider Information

- Provider's NPI
- Last name

1 BENEFICIARY ELIGIBILITY
Enter HICN, beneficiary name, and date of birth.

Available Information:

- Part A/B eligibility date
- Deductible current year previous year
- Medicare Advantage Plan information
- Home Health info
- MSP information

Press 1 SNF/Inpatient Hospital Stay
• Enter date of service

Press 2 Hospice Information

2 CMN Status

- Same or similar inquiries
- Enter HCPCS

3 Oxygen CMN Status

- Most current stationary CMN information on file
- Most current portable CMN information on file
- Last paid date with modifier
- Total number of paid claims per modality
- Other oxygen CMNs on file

4 Diabetic Supplies and Diabetic Shoes Information

- Claims for lancets and test strips billed within 90 days before and after the date of service entered
- Claims for other diabetic supplies billed within 6 months before and after the date of service and procedure code entered
- Claims for diabetic shoes billed within the calendar year entered
- Claims for diabetic shoe inserts billed within the calendar year and procedure code entered

1 PRICING ENTER STATE, HCPCS, AND MODIFIER.

Available Information:

- Medicare allowed amount

2 CHECK INFORMATION

Available Information:

- Outstanding checks within last 30 days
- Last five checks

3 OFFSET INFORMATION ENTER FCN.

Available Information:

- Claim details of original overpayment
- Overpayment letter date and current offset balance

4 EFT Application Status

1 Information On Your Appeal Right

2 Customer Service Hours of Operation

Standard Functions

- 7** = Repeat
- 8** = Main Menu
- 9** = New NPI/PTAN

Additional Feature!

May inquire on multiple NPI/PTANs within the same phone transaction.

To access a full script of the IVR System, go to <http://www.cgsmedicare.com/jc/help/ivr.html>

