



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
- Medicare Beneficiary Identifier (MBI)
- 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
- CCN/ICN - Located on your remittance advice
- Payment date

1 BENEFICIARY INFORMATION 2 CLAIMS INFORMATION 3 PAYMENT INFORMATION 4 GENERAL INFORMATION

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 Beneficiary Eligibility
Enter MBI, beneficiary name, and date of birth.

Available Information:

- Part A/B eligibility date
- Most recent entitlement reason, if available
- Deductible current year previous year
- Medicare Advantage Plan information
- MSP information

Press 1	SNF/Inpatient Hospital Stay • Enter date of service
Press 2	Hospice Information
Press 3	Home Health 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

Claim Status
Enter MBI, beneficiary name, and date of service.

1 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 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

3 Customer Service Closure Schedule

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>

