

### GREETING

Thank you for calling CGS, you have reached the Medicare provider customer service center, to ensure excellent customer service your call may be monitored or recorded for evaluation purposes. Please be advised you will need your NPI, PTAN and the last five digits of your TAX ID when speaking with a customer service representative.

### MAIN MENU

- Press “1” for specific claim and eligibility issues
- Press “2” for Electronic Data Interchange or EDI
- Press “3” for Provider Enrollment, Credentialing, and Revalidation
- Press “4” for Overpayment Recovery and Refunds
- Press “9” for general information (No NPI number)

#### Eligibility, Billing or Claim information (Press “1”)

**Please Note:** NPI and PTAN and Last five digits of the TAX ID are required for all Options except #9 (General Information).

#### National Provider Identifier (NPI)

Enter your NPI followed by the “#” key

#### Provider Transaction Access Number (PTAN)

Enter your PTAN followed by the # key

#### Tax Identification Number

Enter the last 5 digits of your 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.

#### Patient's Medicare Number

- Press “1” for the MBI (Medicare Beneficiary Identifier) OR
- Press “2” for the HICN (Health Insurance Claim Number)
  - If you press “1”, you may press “\*” followed by “#” for instructions on how to enter the MBI. For assistance, refer to the IVR and CTI Converter Tools at [https://www.cgsmedicare.com/medicare\\_dynamic/j15/ivr\\_mbi\\_converters.asp](https://www.cgsmedicare.com/medicare_dynamic/j15/ivr_mbi_converters.asp), which will provide the characters you need to enter.
- If you press “2”:
  - Press “1” if the Medicare number *begins with* a letter. Otherwise Press “2”. Enter the first 9 digits of the Medicare number.
  - If the letter at the end of the Medicare number is:

A	press “1”	M	press “5”
B	press “2”	T	press “6”
C	press “3”	W	press “7”
D	press “4”	Any other letter	press “8”
  - If there is a *number* after the letter, press 1
  - If there is another letter following the letter press 2
  - If there is *nothing* following the letter, press “#” pound key.
  - If the second letter is:

A	press “1”	B	press “2”
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**Patient's Name**

- Enter the beneficiary's first initial using the letters on your telephone keypad.
- Enter the first six letters of the beneficiary's last name followed by the # key.
- Example 1: Smith will be "7," "6," "4," "8," "4"
- Example 2: Smith Jr will be "7," "6," "4," "8," "4," "5"
  - For assistance, refer to the IVR and CTI Converter Tools at [https://www.cgsmedicare.com/medicare\\_dynamic/j15/ivr\\_mbi\\_converters.asp](https://www.cgsmedicare.com/medicare_dynamic/j15/ivr_mbi_converters.asp), which will provide the characters you need to enter.

**Hint:** Only enter letters. Ignore any spaces and enter the first 6 letters unless the name is shorter than 6 letters enter all letters of the last name followed by the # key.

**Patient's Date of Birth**

Enter the patient's date of birth in MM/DD/YYYY format.

**Electronic Data Interchange or EDI (Pressed "2")**

**Please Note:** NPI and PTAN and Last five digits of the TAX ID are required for all Options except #9 (General Information).

**National Provider Identifier (NPI)**

Enter your NPI followed by the "#" key

**Provider Transaction Access Number (PTAN)**

Enter your PTAN followed by the # key

**Tax Identification Number**

Enter the last 5 digits of your 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.

**Provider Enrollment, Credentialing and Revalidation (Pressed "3")**

**Please Note:** NPI and PTAN and Last five digits of the TAX ID are required for all Options except #9 (General Information).

**National Provider Identifier (NPI)**

Enter your NPI followed by the "#" key

**Provider Transaction Access Number (PTAN)**

Enter your PTAN followed by the # key

**Tax Identification Number**

Enter the last 5 digits of your 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.

**Overpayment, Recovery and Refunds (Pressed "4")**

**Please Note:** NPI and PTAN and Last five digits of the TAX ID are required for all Options except #9 (General Information).

**National Provider Identifier (NPI)**

Enter your NPI followed by the "#" key

**Provider Transaction Access Number (PTAN)**

Enter your PTAN followed by the # key

**Tax Identification Number**

Enter the last 5 digits of your 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.

#### Patient's Medicare Number

- Press “1” for the MBI (Medicare Beneficiary Identifier) OR
- Press “2” for the HICN (Health Insurance Claim Number)
  - If you press “1”, you may press “\*” followed by “#” for instructions on how to enter the MBI. For assistance, refer to the Medicare Beneficiary Identifier (MBI) Converter at [https://www.cgsmedicare.com/medicare\\_dynamic/j15/mbiconverter\\_j15hhh.asp](https://www.cgsmedicare.com/medicare_dynamic/j15/mbiconverter_j15hhh.asp), which will provide the characters you need to enter.
- If you press “2”:
  - Press “1” if the Medicare number *begins with* a letter. Otherwise Press “2”. Enter the first 9 digits of the Medicare number.
  - If the letter at the end of the Medicare number is:
 

A press “1”	M press “5”
B press “2”	T press “6”
C press “3”	W press “7”
D press “4”	Any other letter press “8”
  - If there is a *number* after the letter, press 1
  - If there is another letter following the letter press 2
  - If there is *nothing* following the letter, press “#” pound key.
  - If the second letter is:
 

A press “1”	B press “2”
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#### Patient's Name

- Enter the beneficiary's first initial using the letters on your telephone keypad.
- Enter the first six letters of the beneficiary's last name followed by the # key.
- Example 1: Smith will be “7,” “6,” “4,” “8,” “4”.
- Example 2: Smith Jr will be “7,” “6,” “4,” “8,” “4” “5”

**Hint:** Only enter letters. Ignore any spaces and enter the first 6 letters unless the name is shorter than 6 letters enter all letters of the last name followed by the # key.

#### Patient's Date of Birth

Enter the patient's date of birth in MM/DD/YYYY format.

#### General Inquiry, no NPI number (Pressed “9”)

**Please stand by;** you may hear a brief period of silence while I transfer you to the next available customer service advocate.

**Note:** The system will only allow two chances to enter correct information. After the second time, you will be routed to the next available CSR. You may be referred back to the IVR to re-enter the information.