

# CGS JURISDICTION 15 PART A/HH&H CUSTOMER SERVICE SERVICE LINE

**PART A:** 1.866.590.6703  
**HH&H:** 1.877.299.4500

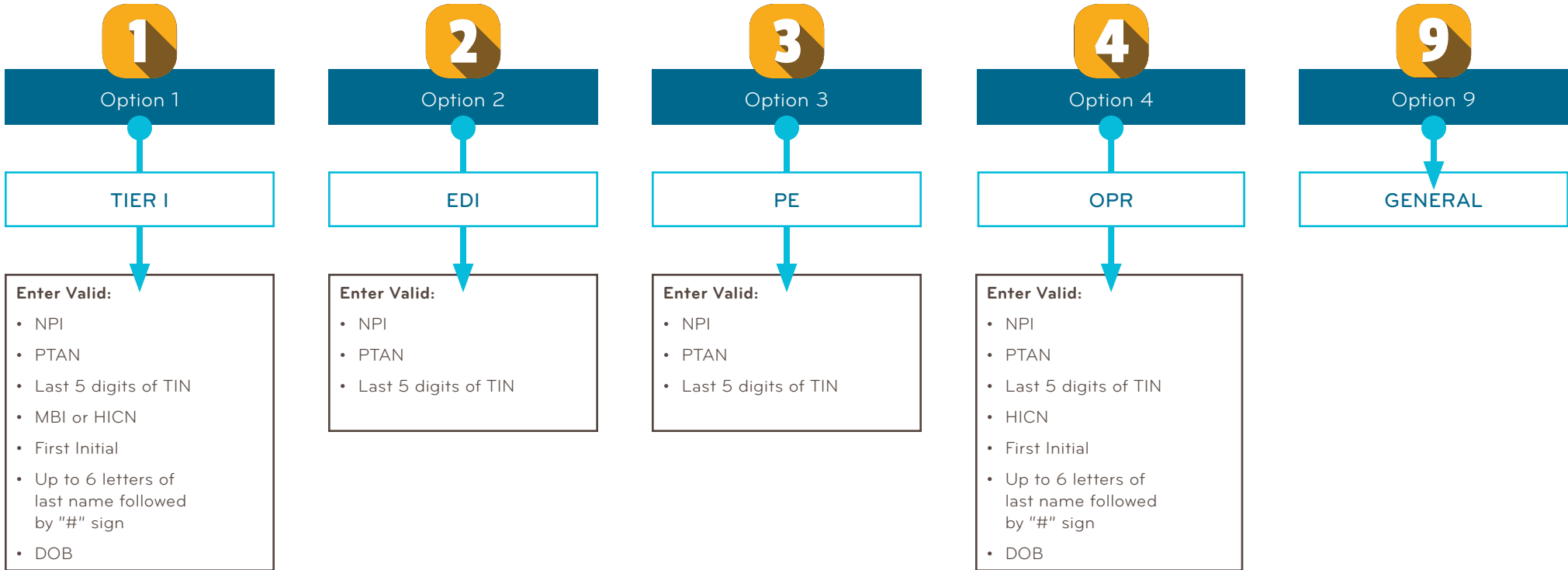
**PART A HOURS OF OPERATION:** Mon - Fri: 7:00 a.m. to 4:00 p.m. CT  
**HH&H HOURS OF OPERATION:** Mon - Fri: 8:00 a.m. to 4:30 p.m. CT

## USER GUIDE

### INFORMATION YOU MAY NEED:

- NPI (health insurance claim number)
- PTAN
- Last five digits of tax identification number
- MBI (Medicare beneficiary identifier) or HICN
- Beneficiary's last name - Enter up to six letters followed by "#" sign (ignore any spaces)
- Beneficiary date of birth
- Press "1" for the MBI
- Press "2" for the HICN
- Beneficiary's first initial

**NOTE:** For assistance with entering the MBI and the beneficiary's name, 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).



### Enter PTAN Letters:

A. 21	D. 31	G. 41	J. 51	M. 61	P. 71	S. 73	V. 83	Y. 93
B. 22	E. 32	H. 42	K. 52	N. 62	Q. 11	T. 81	W. 91	Z. 12
C. 23	F. 33	I. 43	L. 53	O. 63	R. 72	U. 82	X. 92	



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