

Reopening Request Form

Checklist

Review the Standard Paper Remittance (SPR) or Medicare Electronic Remittance Advice (ERA) for the claim(s) you are requesting a Reopening on. Is the ERA or SPR from CGS?

If not, please submit the request for Reopening to the appropriate Durable Medical Equipment Medicare Administrative Contractor (DME MAC) identified on the ERA or SPR.

Were the claim(s) in question denied as unprocessable? If so, you must correct and resubmit the claim(s).

Is the denial due to a minor clerical error or omission (i.e., units of service, service dates, HCPS coding, diagnosis codes, etc.)? If the denial was not due to a minor clerical error or omission you will need to request a Redetermination. Requests for Redeterminations must be submitted in writing either by fax or mail. A Medicare DME Redeterminations request form is available at: http://www.cgsmedicare.com/jb/forms/pdf/Jb_redetermination_form.pdf.

What was the date of the initial determination indicated on the ERA or SPR? Has more than 1 year lapsed since the initial determination? If so you will need to provide "good cause" documentation to explain the late filing of your request for reopening.

Have you reviewed all of the information listed above? If so, you are now ready to file a Reopening request. Please submit the request to::

Address: CGS
DME MAC Jurisdiction B
PO Box 20007
Nashville, TN 37202

Fax: 1.615.660.5978

Telephone Reopening Line: 1.844.240.7490

Reminder: The Medicare DME Reopening Request form is not required but is recommended. If you decide not to utilize the suggested form you must submit at minimum the following elements:

- Beneficiary's Name
- Beneficiary's Medicare HICN
- Specific service(s) and/or item(s), specific date(s) of service, and specific reason for the reopening request (i.e., correct units of service, add a modifier, etc.)
- First and last name of the person filing the request
- Telephone number of the person requesting the reopening