



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

To access the IVR, call **1.877.299.7900**

## Information You May Need:

- NPI
- PTAN - Same number as your NSC supplier number
- Last five digits of TIN
- Medicare Beneficiary Identifier (MBI) - 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

**1 Claim Status**  
Enter MBI, 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

## 2 BENEFICIARY INFORMATION

**Beneficiary Eligibility**  
Enter MBI, 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

## 3 PAYMENT INFORMATION

**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 GENERAL INFORMATION

**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/jb/help/ivr.html>



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