



CGS DME MAC Jurisdiction C Interactive Voice Response (IVR) Letter Guide

To access the IVR, call **1.866.238.9650**

MEDICARE NUMBER BEGINNING WITH LETTER (RRB)	PRESS
A	1
CA	2
MA	3
PA	4
WA	5
WD	6
WCA	7
WCD	8
Any other letter	9
H	1
JA	2
MH	3
PD	4
PH	5
WH	6
WCH	7

MEDICARE NUMBER BEGINNING WITH NUMBER	PRESS
A	1
B	2
C	3
D	4
M	5
T	6
W	7
Any other letter	8

To enter a letter you will need to press 2 keys. Press the key that contains the letter on your telephone key pad. Then press 1, 2 or 3 depending on the position of the letter on the telephone key pad (i.e., to enter the letter A press 2 1). Assume letters Q and Z are located on the 1 key. The Q is in the first position and the Z is in the second position (i.e., to enter the letter Z press 1 2).

TO ENTER BENEFICIARY NAME	PRESS
A, B, C	2
D, E, F	3
G, H, I	4
J, K, L	5
M, N, O	6
P, Q, R, S,	7
T, U, V	8
W, X, Y, Z	9

TO ENTER HCPCS THAT BEGINS WITH	PRESS
A	1
B	2
E	3
K	4
L	5
J	6
Q	7
V	8

TO ENTER MODIFIERS	PRESS
NU	1
RR	2
UE	3
KFRR	4
KFNU	5
KO	6
KP	7
KQ	8
MS	9

To access a full script of the IVR System, go to <http://www.cgsmedicare.com/jc/help/ivr.html>

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