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Introduction

The following addresses and telephone numbers are provided so that you will know where to obtain the information/materials you need or where to send inquiries.

1. Durable Medical Equipment Medicare Administrative Contractors**Jurisdiction A**

Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont

Noridian Administrative Services

PO Box 6780

Fargo, ND 58108-6780

Phone/IVR: 1.866.419.9458

Website: <https://www.noridianmedicare.com>

Jurisdiction B

Illinois, Indiana, Kentucky, Michigan, Minnesota, Ohio, Wisconsin

CGS

PO Box 20007

Nashville, TN 37202

Phone: 1.866.590.6727

IVR: 1.877.299.7900

Telephone Reopenings: 1.844.240.7490

Website: <https://www.cgsmedicare.com>

Jurisdiction C

Alabama, Arkansas, Colorado, Florida, Georgia, Louisiana, Mississippi, New Mexico, North Carolina, Oklahoma, Puerto Rico, South Carolina, Tennessee, Texas, U.S. Virgin Islands, Virginia, West Virginia

CGS

PO Box 20010

Nashville, TN 37202

Phone: 1.866.270.4909

IVR: 1.866.238.9650

Telephone Reopenings: 1.866.813.7878

Website: <https://www.cgsmedicare.com>

Jurisdiction D

Alaska, American Samoa, Arizona, California, Guam, Hawaii, Idaho, Iowa, Kansas, Mariana Islands, Missouri, Montana, Nebraska, Nevada, North Dakota, Oregon, South Dakota, Utah, Washington, Wyoming

Noridian Administrative Services
PO Box 6727
Fargo, ND 58108-6727
Phone/IVR: 1.877.320.0390
Website: <https://www.noridianmedicare.com>

2. Jurisdiction C Resources**Advance Determination of Medicare Coverage (ADMC)**

CGS
ATTN: ADMC
PO Box 20010
Nashville, TN 37202
Fax: 1.615.782.4647

Common Electronic Data Interchange

National Government Services
Phone: 1.866.311.9184
Email address: ngs.cedihelpdesk@anthem.com
Website: <https://www.ngscedi.com>

Correspondence

CGS
DME MAC Jurisdiction C
PO Box 20010
Nashville, TN 37202

Prior Authorization Requests

CGS – DME Medical Review – Prior Authorization
PO Box 24890
Nashville, TN 37202-4890
Fax: 1.615.664.5960

Provider Outreach and Education (POE)

CGS
DME MAC Jurisdiction C
PO Box 20010
Nashville, TN 37202
ATTN: POE Department

Refund Checks

CGS
JC DME MAC
PO Box 955152
St. Louis, MO 63195-5152

Unified Program Integrity Contractor (UPIC) (Southwest)**Qlarant**

Arkansas, Colorado, Louisiana, Mississippi, New Mexico, Oklahoma, and Texas

Website: <http://www.qlarant.com/>

Unified Program Integrity Contractor (UPIC) (Southeast)**SafeGuard Services, LLC**

Alabama, Georgia, Florida, North Carolina, Puerto Rico, South Carolina, Tennessee, Virginia, U.S. Virgin Islands, and West Virginia

Website: <http://www.safeguard-servicesllc.com/>

Appeals and Reopenings**Clerical Error Reopenings**

CGS

DME MAC Jurisdiction C

PO Box 20010

Nashville, TN 37202

For a reopening with an underpayment, fax to: 1.615.782.4649

For a reopening with an overpayment, fax to: 1.615.782.4477

Telephone Reopenings: 1.866.813.7878

Redeterminations

CGS

ATTN: Redetermination Department

PO Box 20009

Nashville, TN 37202

Fax: 1.615.782.4630

Reconsiderations

Maximus Federal Services, Inc.

Medicare DME

3750 Monroe Avenue, Suite 777

Pittsford, NY 14534-1302

Phone : 585-348-3200

Toll Free: 833-974-2363 (833-9QI-CDME)

Website: www.medicaredmeappeals.com

Requests can also be submitted via the QIC Appeals Portal at <https://qicappeals.cms.gov>

Administrative Law Judge (ALJ)

Requests for ALJ hearings must be filed to the Office of Medicare Hearings and Appeals (OMHA) at to the address listed on your reconsideration notice.

3. Additional Resources**CMS-1500 (12/90) Claim Form**

U. S. Government Printing Office

Superintendent of Documents

Washington, DC 20402

Phone: 1.866.512.1800

Coding Assistance

Pricing, Data Analysis and Coding (PDAC) Contractor
Palmetto GBA
PO Box 100320
Columbia, SC 29202-3320
Phone: 1.877.735.1326
Website: <https://www.dmepdac.com>

Competitive Bidding

Competitive Bidding Implementation Contractor (CBIC)
Palmetto GBA
2743 Perimeter Parkway Ste 200-400
Augusta, GA 30909-6499
Phone: 1.877.577.5331
Website: <https://www.dmecompetitivebid.com>

Benefits Coordination & Recovery Center (BCRC)

Medicare – MSP General Correspondence
PO Box 138897
Oklahoma City, OK 73113-8897
Phone: 1.855.798.2627
TTY/TDD: 1.855.797.2627 (for the hearing and speech impaired)
Fax: 1.405.869.3307

Office of Inspector General (OIG) Hotline

1.800.HHS.TIPS (1.800.447.8477)

Provider Enrollment Chain Ownership System (PECOS)

<https://pecos.cms.hhs.gov/>

Social Security Administration (SSA)

Contact your local SSA office or call 1.800.772.1213.

Supplier Enrollment/Inquiries

National Supplier Clearinghouse (NSC)
AG-495
PO Box 100142
Columbia, SC 29202-3142
Phone: 1.866.238.9652
Website: <https://www.palmettogba.com/nsc>

The supplier enrollment form, CMS 855S, is available at
<https://www.cms.gov/cmsforms/downloads/cms855s.pdf>.

United Mine Workers Association (UMWA)

U.M.W.A. Health and Retirement Funds
PO Box 619099
Dallas TX 75261-9741
Phone: 1.888.865.5290

4. Web Resources

The DME MAC Jurisdiction C website is available at <https://www.cgsmedicare.com> (select “DME MAC Jurisdiction C”). From the website, you can access and download the *DME MAC Insider*, *DME MAC Jurisdiction C Supplier Manual*, and DME MAC Jurisdiction C Fee Schedules.

To access the DME MAC Jurisdiction C resources go to <https://www.cgsmedicare.com> and select “DME MAC Jurisdiction C.” Frequently Asked Questions, forms, and other publications can be accessed from the website.

The Centers for Medicare & Medicaid Services (CMS) – <https://www.cms.gov>

CMS Manual System – <https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Internet-Only-Manuals-IOMs.html>

Beginning October 1, 2003, CMS transitioned from a paper-based manual system to a Web-based system. The transition included streamlining, updating, and consolidating various CMS program instructions into an electronic Web-based manual system for all users. The new online CMS Manual System is organized by functional area, (e.g., eligibility, entitlement, claims processing, benefit policy, program integrity). The manuals are listed below.

- Pub. 100-01 — Medicare General Information, Eligibility, and Entitlement
- Pub. 100-02 — Medicare Benefit Policy
- Pub. 100-03 — Medicare National Coverage Determinations
- Pub. 100-04 — Medicare Claims Processing
- Pub. 100-05 — Medicare Secondary Payer
- Pub. 100-06 — Medicare Financial Management
- Pub. 100-07 — State Operations
- Pub. 100-08 — Medicare Program Integrity
- Pub. 100-09 — Medicare Contractor Beneficiary and Provider Communications
- Pub. 100-10 — Quality Improvement Organization
- Pub. 100-11 — Reserved
- Pub. 100-12 — State Medicaid
- Pub. 100-13 — Medicaid State Children’s Health Insurance Program
- Pub. 100-14 — Medicare End Stage Renal Disease Network Organization
- Pub. 100-15 — State Buy-In
- Pub. 100-16 — Medicare Managed Care
- Pub. 100-17 — CMS/Business Partners Systems Security
- Pub. 100-18 — Reserved
- Pub. 100-19 — Demonstrations
- Pub. 100-20 — One-Time Notification
- Pub. 100-21 — Recurring Update Notification

Medicare Coverage Database – <https://www.cms.gov/medicare-coverage-database/overview-and-quick-search.aspx>

This site includes National Coverage Determinations, National Coverage Analyses, and Local Medical Review Policies.

CMS Forms – <https://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/index.html>

CGS does not review or control the content and accuracy of websites referenced in this manual, except the CGS website, and is therefore not responsible for their content or accuracy.