

### GREETING

“Welcome to CGS, the Medicare Administrative Contractor for Jurisdiction 15. To ensure excellent customer service, your call may be monitored or recorded for evaluation purposes. Be advised that you will need your NPI and PTAN information when speaking with a customer service representative.”

### STATES

- Press “1” for KY
- Press “2” for OH

### MAIN MENU

- Press “1” for Eligibility, Billing or Claim Information
- Press “2” for Electronic Data Interchange or EDI
- Press “3” for Provider Enrollment, Credentialing, and Revalidation
- Press “4” for Overpayment Recovery and Refunds
- Press “9” for General Information

#### National Provider Identifier (NPI)

Enter your NPI followed by the “#” key

#### Provider Transaction Access Number (PTAN)

Enter your PTAN followed by the “#” key

#### Tax Identification Number

Enter the last 5 digits of your tax identification number.

**Please note:** The NPI, PTAN and last 5 digits of the tax identification number must be a valid combination on the crosswalk in order to obtain information.

#### Patient's Medicare Number

- Press “1” if the Medicare number begins with a letter or letter-number combination.

If the letter is:

A	press “1”	WA	press “5”	Any other letter	press “9”
CA	press “2”	WD	press “6”		
MA	press “3”	WCA	press “7”		
PA	press “4”	WCD	press “8”		

Press “9” for the following options:

H	press “1”	PD	press “4”	WH	press “6”
JA	press “2”	PH	press “5”	WCH	press “7”
MH	press “3”				

#### Patient's Medicare Number

- Press “2” if the Medicare number *ends* with one or more letters.
- Enter the first 9 digits of the Medicare number.
- If the letter at the end of the Medicare number is:

A	press “1”	M	press “5”
B	press “2”	T	press “6”



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C press "3"      W press "7"  
D press "4"      Any other letter press "8"

- Enter the letter or press "00" for instructions on entering the letter.
- If there is a *number* after the letter, press "1"
- If there is *another letter* following the letter, press "2"
- If there is *nothing* following the letter, press "#" pound key.
- To return to the previous menu press the "\*" star key.

**Patient's Name**

- Enter the beneficiary's first initial using the letters on your telephone keypad.
- Enter the first six digits of the beneficiary's last name followed by the # key.
- Example 1: Smith will be "7", "6", "4", "8". "4".
- Example 2: Smith Jr will be "7", "6", "4", "8", "4" "5"

**Hint:** Only enter letters. Ignore any spaces and enter the first 6 letters unless the name is shorter than 6 letters enter all letters of the last name followed by the # key.

**Patient's Date of Birth**

Enter the patient's date of birth in MM/DD/YYYY format.