

### GREETING

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“Welcome to CGS, the Medicare Administrative Contractor for Jurisdiction 15 Part B 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

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- Press “1” for KY
- Press “2” for OH
- Press “9” for a list of all Call Center closures

### MAIN MENU

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- 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)**

Providers will follow the prompts below:

- Press “1” for numeric Provider Number
  - Enter PTAN followed by the “#” key
- Press “2” for alpha numeric Provider Number
  - When entering an alpha character anywhere in the provider number, press “\*” to identify an alpha character being entered.
  - Enter the letter(s), and then the position of the letter as either 1, 2, or 3.  
**Example:** For “K,” press “\*,” then 5, and then 2. (See below, *Entering PTAN Letters*, for additional examples)
  - Enter any remaining characters followed by the “#” key (i.e: \*5212345 = K12345, 123\*52 45 = 123K45)
- Press “\*#” for instructions on how to enter an alpha
- Press “9#” to return to the previous menu

#### **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**

- Enter or **say** the MBI number. For instructions on how to enter an MBI number, please press “\*,” then “#,” or say, “Help.”



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**Tips to SAY the MBI:**

- When verbalizing the MBI, read the 11 digits of the number alpha combination clearly, and in a normal volume and speed.
  - Limit hesitation between characters
  - Avoid areas with a lot of background noise
  - Strong enunciation is not necessary
- After entering the MBI on the telephone key pad, press # when finished.
  - Enter the MBI number. For instructions on how to enter an MBI number, please press “+,” then “#.”

For assistance, refer to the IVR and CTI Converter Tools at [https://www.cgsmedicare.com/ivr\\_converter.html](https://www.cgsmedicare.com/ivr_converter.html), which will provide the characters you need to enter.

**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”
  - For assistance, refer to the IVR and CTI Converter Tools at [https://www.cgsmedicare.com/ivr\\_converter.html](https://www.cgsmedicare.com/ivr_converter.html), which will provide the characters you need to enter.

**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.