## Interactive Voice Response (IVR) System



**1.866.290.4036** (TTY: 1.888.270.9481)

IVR Information Accessed	Availability	
Options 1-5 and 7	Monday – Friday: 5:00 a.m. – 8:00 p.m. Central Time (CT) Saturday: 5:00 a.m. – 5:00 p.m. Central Time (CT)	
Option 6	24 hours a day, 7 days a week (with exception to routine maintenance or system upgrades)	

### **Table of Contents**

	_
Introduction	2
IVR Options	2
Available States	2
Main Menu Options	3
Required Information	3
How to Enter Required Information Using Your Phone's Keypad	3
Entering Provider Information - NPI, PTAN, and TIN	3
Entering the Beneficiary's Date of Birth and Applicable Dates of Service	4
Entering the Beneficiary's Medicare Number	4
Entering the Beneficiary's Name	4
Navigating the IVR Menu Options – Option 1	5
Navigating the IVR Menu Options – Option 2	7
Navigating the IVR Menu Options – Option 3	8
Navigating the IVR Menu Options – Option 4	9
Navigating the IVR Menu Options – Option 5	10
Navigating the IVR Menu Options – Option 6	11
Navigating the IVR Menu Options – Option 7 TRO	12

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### **IVR Reminders and Tips:**

- Please use a telephone handset or headset.
- Use of cell phones or speaker phone is not recommended.
- Review and gather the <u>Required Information</u> before calling. You have 3 opportunities to
  enter the requested information or enter the requested information correctly before you will
  be requested to call back and then disconnected.

To assist with entry of beneficiary information, we strongly encourage use of our MBI Converter and IVR Beneficiary Name to Number Converter Tools (<a href="https://www.cgsmedicare.com/ivr\_converter.html">https://www.cgsmedicare.com/ivr\_converter.html</a>).

### Introduction

The CGS Jurisdiction 15 (J15) Part B Interactive Voice Response (IVR) System (1.866.290.4036) is designed to assist Part B providers in obtaining answers to numerous inquiries through this self-service option. In addition to retrieving status of submitted claims and appeals, you may review beneficiary eligibility information, order duplicate remittance notices, and complete telephone reopenings via the CGS J15B IVR system. You can also obtain the following:

- Medicare Part B deductible status and therapy limitations;
- Medicare Secondary Payer information;
- ESRD, Smoking cessation, Hepatitis B screening information, Covid-19, Cognitive Assessement, and Acupuncture;
- Allowable for procedure codes;

- Claim denial reasons;
- Outstanding check amounts and issued EFTs;
- Offset information;
- NPI and PTAN validation; and
- Other claim processing information.

Our customer service representatives (CSRs) continue to be available to answer **difficult, claim specific questions**, in addition to other **complex inquiries** that a provider might encounter. **However, please note that the CSRs will only answer questions that cannot be answered by the IVR.** The Centers for Medicare & Medicaid Services (CMS) *Medicare Contractor Beneficiary and Provider Communications Manual, (Pub. 100-09), Chapter 6*, Section 50.1 (<a href="http://www.cms.gov/manuals/downloads/com109c06.pdf">http://www.cms.gov/manuals/downloads/com109c06.pdf</a>) states:

Providers shall be required to use the IVR system to access claim status and beneficiary eligibility information. CSRs shall refer providers back to the IVR system if they have questions about claims status or eligibility that can be handled by the IVR system. CSRs may provide claims status and/or eligibility information if it is clear that the provider cannot access the information through the IVR system because the IVR system is not functioning.

### **IVR** Options

### **Available States**

The CGS J15B IVR System provides information for providers servicing the states of Kentucky and Ohio. Following the IVR Greeting, one of the following states must be selected in order to continue to the Main Menu of the IVR:

Key Selection	State
1	Kentucky
2	Ohio

After keying in the state selection, you may press either:

- Pound (#) Key for the Customer Service Closure Schedule OR
- Any key to continue to the IVR main menu.

### Main Menu Options

After keying **1 for KY or 2 for OH** and then **any key** to continue, the IVR Main Menu will provide the following options:

Key Selection	Menu Option	
1	Claim Status and Redetermination Status	
2	Eligibility and Deductible Information (including Therapy Limitations)	
3	Financial Information	
4	Other Inquiries	
5	Validate NPI Information	
6	General Medicare Information	
7	Telephone Reopenings	
8	Repeat Above Choices	
0	Customer Service Line Phone Number	
*	Take a feedback survey once your interaction is complete.	

**Note:** You may select any hyperlinked option above to direct you to another part of this guide, which illustrates the flow of available information under that specific IVR option.

### Required Information

Before calling the IVR, you will need the following provider information:	If calling on a specific beneficiary or claim, you will need the following:	
<ul> <li>National Provider Identifier (NPI)</li> </ul>	Beneficiary Name	
Provider Transaction Access     Number (PTAN) (formerly known as the     Legacy or OSCAR provider number)	<ul> <li>Beneficiary Date of Birth</li> <li>Beneficiary Medicare Number (Medicare Beneficiary Identifier (MBI) or Health</li> </ul>	
Provider Tax Identification Number (TIN)     (last 5-digits)	Insurance Claim Number (HICN))  • Date of Service (if applicable)	

### How to Enter Required Information Using Your Phone's Keypad

### **Entering Provider Information - NPI, PTAN, and TIN**

### 1st NPI Enter your NPI (10-digit number). Then press the pound (#) key.

**Note:** If the NPI or PTAN are not located in our system, or are an invalid combination, you will be prompted to re-enter the NPI number. The IVR automatically disconnects after 3 failed attempts.

2nd PTAN				
	If your Provider Number is <b>numeric</b> , <b>press 1</b> .			
-	Enter your <b>Provider Number</b> followed by the <b># key</b> .			
-	If alphanumeric, press 2.			
	For help entering <b>PTAN Letters</b> , listen to prompts or review the <b>PTAN Letter Conversion</b> Chart to the right.			
	er entry of PTAN letters, enter the mbers followed by the # key.			

# And TIN Enter the last five digits of your tax ID followed by the # key. Note: If the TIN is not located in our system, or is invalid, you will be prompted to re-enter

PTAN Letter Conversion Chart					
<b>A</b> > 21	<b>H</b> > 42	<b>O</b> > 63	<b>U</b> > 82		
<b>B</b> > 22	I > 43	<b>P</b> > 71	<b>V</b> > 83		
<b>C</b> > 23	<b>J</b> > 51	<b>Q</b> > 11	<b>W</b> > 91		
<b>D</b> > 31	<b>K</b> > 52	<b>R</b> > 72	<b>X</b> > 92		
<b>E</b> > 32	<b>L</b> > 53	<b>S</b> > 73	<b>Y</b> > 93		
<b>F</b> > 33	<b>M</b> > 61	<b>T</b> > 81	<b>Z</b> > 12		
<b>G</b> > 41	N > 62				

the last five digits of the TIN.



### **Entering the Beneficiary's Medicare Number**

### If Entering the MBI (Medicare Beneficiary Number)

### Enter the MBI.

Refer to our **MBI Converter Tool** (<u>https://www.cgsmedicare.com/ivr\_converter.html</u>) for the characters needed to enter for the MBI.

The system will repeat back to the MBI you entered and ask if it is correct:

- Press 1 Yes (Correct)
- Press 2 No (You will re-enter the MBI).

**Note:** The IVR automatically disconnects after 3 failed attempts to enter a beneficiarry's Medicare number.

### If Entering the HICN (Health Insurance Claim Number)

If the **HICN begins with a letter press 1**, otherwise press 2 (i.e. HICN begins with a number).

Enter the first 9-digits of the HICN.

If the HICN is followed by:

A - Press 1 C - Press 3 M - Press 5 W - Press 7

B - Press 2 D - Press 4 T - Press 6 Repeat Choices - Press \*

If following this letter is:

- · a number Press 1
- another letter Press 2
- nothing Press #
- Press \* to return to the previous menu
- Press 7 to repeat above

### **Entering the Beneficiary's Name**

### **First Initial of First Name**

Enter just the first initial of the beneficary's first name using the number for the letter on your phone keypad.

· For the name Susan, enter 7 for the first initial S.

Last Name

Enter the first 6 letters of the last name using the letters on your phone keypad and follow with # (e.g. for Johnson, you'd enter 5-6-4-6-7-6 #).

- For a last name less than 6 letters, enter all letters and follow with # (e.g. for Angel, enter 2-6-4-3-5 #).
- For a last name less than 6 letters but with a suffix, add the letters up to 6 and follow with # (e.g. for Lee Jr., see it as leejr and enter 5-3-3-5-7 #).
- Ignore spaces or hyphens between last names (e.g. for Smith Davis, see it as smithd and enter 7-6-4-8-4-3 #).

For additional assistance, refer to our **IVR Beneficiary Name to Number Converter Tool** at <a href="https://www.cgsmedicare.com/ivr\_converter.html">https://www.cgsmedicare.com/ivr\_converter.html</a>.

### Entering the Beneficiary's Date of Birth and Applicable Dates of Service

Beneficiary's Date of Birth

- Enter the 8-digit date of birth (MM-DD-CCYY)
- Example: January 3, 1932 should be entered as 01031932

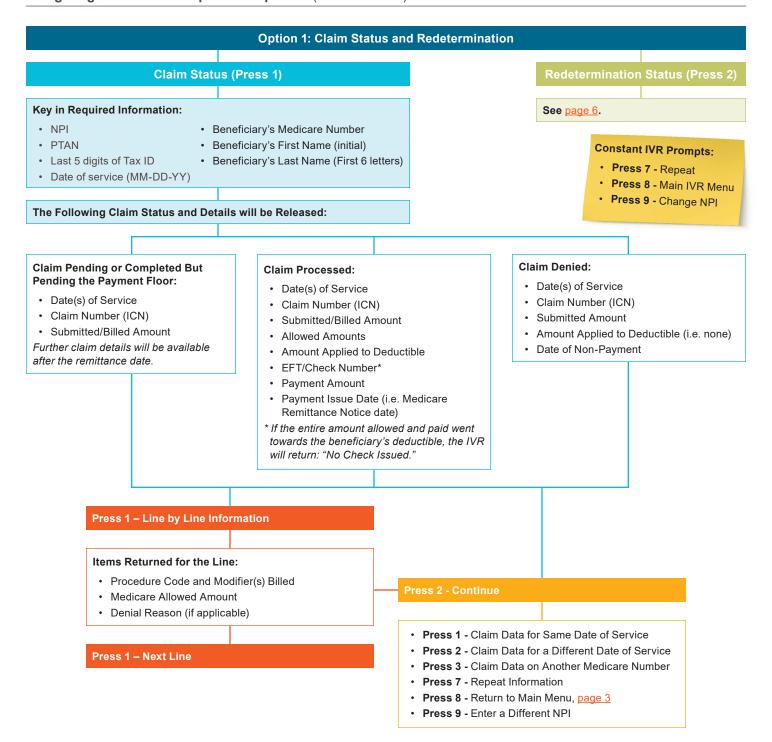
If inquiring about beneficiary eligibility information, the IVR will validate the patient's date of birth. If invalid, the IVR will ask you to re-enter the date of birth before proceeding.

Beneficiary's Date of Service

- Enter the 6-digit "from" date of service in a MM-DD-YY format.
- Example: January 3, 2019 should be entered as 010319

If inquiring about claim status or redetermination status, the IVR will ask for the beneficiary's date of service before releasing data. These dates are also validated before proceeding.

### Navigating the IVR Menu Options - Option 1 (Status - Claim)



Note: Payment information for unassigned claims will not be released on the IVR.



### **Option 1: Claim Status and Redetermination**

**Claim Status (Press 1)** 

Redetermination Status (press 2

See page 5.

### Key in Required Information:

- NPI
- PTAN
- · Last 5 Digits of Tax ID
- · Medicare Number (Press 1 MBI or 2- HICN)
- · Beneficiary's First Name Initial
- Beneficiary's Last Name (First 6 Letters)
- · Date of Service (MMDDYY)

### **Possible Information Provided:**

### **Request Pending Review:**

- · Date of receipt for Redetermination Request
- · Reference Number

### No Request Received for Data Entered:

- If you submitted the request less than 5-days ago, you should call again later.
- If the request was sent more than 125-days ago, the IVR will not have this data. You should contact the Provider Contact Center at 1.866.276.9558.

### **Request Complete:**

- Date of receipt for Redetermination Request
- · Decision made (Upheld or Reversed)
- · Completion date
- · Date decision letter sent (if applicable)
- · Reference Number

### After a response is provided, the following options will be offered:

Press 1 - Redetermination information on a different Medicare Number

Press 7 - Repeat information

Press 8 - Return to Main Menu, page 3

Press 9 - To acquire information for a different NPI.

### **Constant IVR Prompts:**

- Press 7 Repeat
- Press 8 Main IVR Menu
- Press 9 Change NPI



### **Option 2: Eligibility and Deductible Information** Key in Required Information: Deductible Remaining for Current and Previous Year(s) NPI If enrolled in MDPP or QMB program, deductible information PTAN cannot be released. Federal law bars charging these patients · Last 5 digits of Tax ID for Part A/B deductibles, coinsurance, or copays. · Medicare Number Press 2 – · Beneficiary's First Name Initial Amount Applied to the Patient's Limitation for the Current Year • Beneficiary's Last Name (First 6 Letters) Date of Birth of Beneficiary (MM-DD-CCYY) Press 1 - Smoking Cessation Next Eligible Date-Or-Number of Base Press 1 – Eligibility Information & Remaining Sessions Press 4 -Press 1 - Eligibility for a Specific Press 2 - Acupuncture **Date Range** Benefit Dates and Professional/Technical Eligible Date Otherwise, Press Any Key - Current Eligibility Press 3 - Cognitive Therapy Key in Required Information: Cognitive Therapy Information · Specific Date (less than Press 6 -3-years prior in MMDDYY Press 1 - COVID-19 format, followed by #) COVID-19 Immunization Data Press 2 - Hepatitis B Screening in Adults (Refers to HCPCS code G0499) · Zero Co-Insurance & Deductible · Next Eligible Date Press 3 - Preventive HCPCS Code Information MDPP: · Service Date(s) · CPT/HCPCS Code · Program Enrollment Dates · Provider of Service HCPCS codes Previously **Eligibility Submenu** MA Plan Type Contract Number Rendered: · Insurer & Insurer Website - No Prior MDPP Usage: MA Plan Number Only HCPCS code G9873 · Verifies if Medicare May Be Secondary Press 1 - Medicare ('initiating payment') returns Advantage Plan Information · MSP Type (Working Aged, Disability, ESRD) if Applicable - Actual MDPP Usage: Each HCPCS code used (G9873 -· ICD-10 Diagnosis Codes May Return. Contact Insurer G9891) returns, including the Press 2 - MSP Information for ICD-9. biller NPI and DOS for each for Current or Specified Date code. G9890 and G9891 can · Date(s) of Coverage · Transplant Date return multiple times based Press 3 - ESRD Information if Applicable Applicable Dialysis Date(s) on prior usage; all others are once in a lifetime codes. Press 4 – Home Health and Hospice (HHH) Episode Dates (most recent) If applicable, the following will be returned: Days Used · Date of Earliest and Latest Billing **Constant IVR Prompts: Current Patient Status** Current and Previous benefit period start/end dates · Press 7 - Repeat • Press 8 - Main IVR Menu Press 5 - Other Eligibility for Same Medicare Number · Press 9 - Change NPI Press 6 – Eligibility Information for Different Medicare Number



### **Option 3: Financial Information Constant IVR Prompts:** Key in Required Information: · Press 7 - Repeat NPI • Press 8 - Main IVR Menu PTAN Press 9 - Change NPI · Last 5 Digits of Tax ID **Total Other Pended** Offset Information (Press 4) Total Claims That Are in Approved **Outstanding Check Information** to Pay Status and Waiting the Claims (Press 3) (Press 1) Payment Floor (Press 2) Information Released: Information Released: Information Released: Key in Required Information: Number of claims on the Date of the most recent check/ Number of other FCN followed by # Electronic Funds Transfer (EFT) Payment Floor claims pending • The FCN (Financial Control Total expected payment amount Amount of the most recent Total amount Number) you will enter is check/EFT submitted 13-digits. • If the FCN located on your Medicare remit is 15-digits, remove the first 2-digits (typically 66 for KY and 23 **Press 1: Next Outstanding Check** Followed by These Key Options: or 36 for Ohio) and then enter the rest of the number. • Press 1 - Outstanding Check Information · Press 2 - Total claims in Approved to Pay Otherwise: status and waiting the Payment Floor • Press 7 - Repeat information • Press 3 - Total Other Pended Claims • Press 8 - Return to Main Menu, page 3 Information Released: • Press 7 - Repeat Information • Press 9 - Enter a different NPI • Press 8 - Return to Main Menu, page 3 · Date of Service Press 9 - Enter a Different NPI · Patient's account number



### **Option 4: Other Inquiries Constant IVR Prompts:** Key in Required Information: · Press 7 - Repeat NPI • Press 8 - Main IVR Menu PTAN Press 9 - Change NPI · Last 5 Digits of Tax ID Allowed Amount of a Specific procedure code **Information about Appeal Rights** Order a Duplicate Remit Notice (Press 2) (Press 3) (Press 1) Summary of Response: Key in Required Information: Key in Required Information: · Procedure code · You do not agree with what we · Payment Date of Medicare remittance notice in **MMDDYY** format approved for a service, you may · Modifier if applicable appeal the decision. · Type of Service (TOS) Note: If you do not have the payment date or You have to write us (i.e. the correct date, you will need to contact the · Zip code complete a redetermination PCC Customer Service line 1.866.276.9558 request) within 120-days of initial notice unless you have a Enter procedure code: valid reason for being late. Summary of Response: • Press 1 - Code begins with a letter • Press 2 - Code begins with a number · A duplicate remit will be mailed to your address on file. • Press 7 - Repeat Information • ETA: 7-10 Business Days · Press 8 - Return to Main Menu, · Press 1 - There is a modifier page 3 • Press 2 - No modifier · Press 9 - Enter a Different NPI • Press 1 - Request Another Remit • Press 8 - Return to Main Menu, page 3 **Enter Type of Service (TOS)** · Press 9 - Enter a Different NPI • Press 1 - TOS is a number • Press 2 - TOS is a letter **Enter 5-Digit Zip Code Allowed Amount Released**

Press 1 - Enter Another code
Press 7 - Repeat Information

Press 8 - Return to Main Menu, page 3
 Press 9 - Enter a Different NPI

### Option 5: Validate NPI Information

### Key in Required Information:

- NPI
- PTAN
- · Last 5 Digits of Tax ID

### To Validate That Your NPI and PTAN are on the Crosswalk in Our system (Press 1)

### Possible Responses:

- Yes Your PTAN and NPI combination are on the Crosswalk in our System.
- No Your PTAN and NPI combination are NOT on the Crosswalk in our System.

**Note:** If you have made a change in the NPPES System in the last 5-10 business days, then those changes may not be in our system.

### Followed by These Key Options:

- Press 1 To Enter a New PTAN/NPI Combination
- · Press 7 Repeat
- Press 8 Return to Main Menu, page 3
- Press 9 To get information on a Different PTAN

### To Validate Your Individual NPI is in PECOS (Press 2)

### Possible Responses:

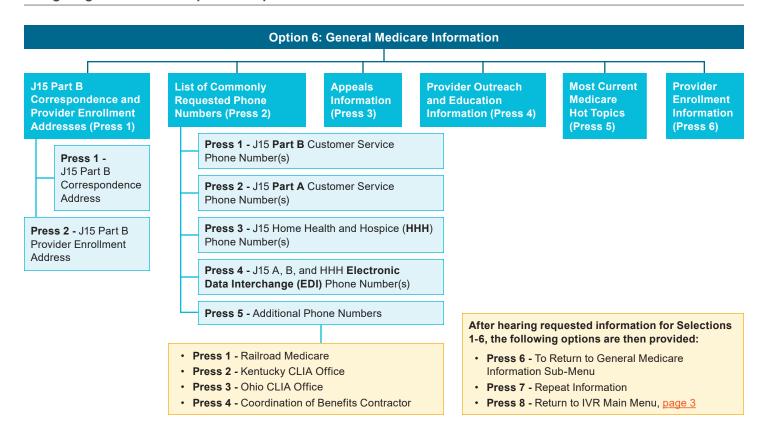
- Yes Individual NPI is in PECOS.
- No Individual NPI is not in PECOS.

**Note:** If you have made a change in the NPPES System in the last 5-10 business days, then those changes may NOT be in our system.

### Followed by These Key Options:

- Press 1 To validate another NPI in PECOS
- Press 2 To validate your NPI and PTAN are on the Crosswalk
- · Press 7 Repeat
- Press 8 Return to Main Menu, page 3
- Press 9 Enter a different NPI





### **Option 7: Telephone Reopenings**

**Note:** A supplemental Job Aid for Requesting Telephone Reopenings through the IVR is available at:

https://www.cgsmedicare.com/partb/cs/requesting\_tele\_reopen\_ivr.pdf.

### Key in Required Information:

### **Provider Information:**

- 1. NPI, followed by #
- 2. PTAN, followed by #
- 3. Last 5 Digits of Tax ID
- 4. Caller Name, followed by # (See letter conversion chart on Page 3)
- 5. Provider Phone Number, followed by #

### Beneficiary/Claim Information:

Add, Remove or Replace the

Diagnosis (Press 2)

Press 1 - Remove

Press 2 - Replace

- 1. Medicare Number
- 2. Initial of first name
- 3. Last name (First 6 Letters), followed by #
- 4. 13-Digit Internal Claim Control Number (If claim was previously adjusted, appealed or needs documentation, it cannot be serviced by the IVR. Please call the Customer Service Line.)

# Add, Remove or Replace Modifier (Press 1) Press 1 - Remove Modifier Press 2 - Replace Modifier Press 3 - Add Modifier See Page 13 for additional guidance.



Diagnosis

Diagnosis

### To Replace the Date of Service (DOS) (Press 3)

To Go Back to the IVR Main Menu (Press 0)

Press 1 - Change "From DOS" (Enter in MM/DD format)

**Press 2 -** Change "To DOS" (Enter in MM/DD format)

**Press 3 -** Change Both "From DOS" and "To DOS" on the same line

The year cannot be changed using the IVR.

### Month/Day entered are repeated back:

- · Press 1 If correct
- Press 2 To re-enter
  - 1 Yes
    - **No** (Reference Number Provided)

Change the month/day



### **Option 7: Telephone Reopenings** Press 1 - Remove Modifier Press 3 - Add Modifier Press 2 - Replace Modifier Enter the LINE Number of the procedure Enter the LINE Number of the Enter the **LINE Number** of the procedure code containing the modifier you want procedure code containing the modifier code to which you want to add a modifier. to remove. you want to replace. To Remove the Modifier from: To Replace the Modifier from: Then press the key that corresponds to the modifier that you would like to add: · Position 1 - Press 1 • Position 1 - Press 1 Position 2 - Press 2 Position 2 - Press 2 Modifier Key • Position 3 - Press 3 · Position 3 - Press 3 · Position 4 - Press 4 · Position 4 - Press 4 Modifier 24 Press 1 • Return to TRO Menu - Press 5 • Return to TRO Menu - Press 5 Modifier 25 Press 2 Modifier 57 Press 3 Remove another modifier on the Then press the key that corresponds Modifier 58 Press 4 **SAME line?** to the replacement modifier that Modifier 78 Press 5 you would like to place in the selected position: Modifier 79 Press 6 Press 1 - Yes Press 2 - No Modifier 59 Press 7 Modifier 50 Press 8 Remove another modifier on **ANOTHER line?** Modifier 26 Press 9 Any Other Modifier Press 0 Press 1 - Yes Press 2 - No If you selected 0: · Enter the Numeric Modifier. To enter a letter, press \* followed by the key with the letter. Then press 1, 2, or 3 to designate the position of the letter on that key (e.g. press \*21 for A). **REPLACE/ADD** another modifier on the SAME line? Press 1 - Yes Press 2 - No

corrections to the same ICN:

When the reopening request is complete, a reference

number is provided. If you would you like to continue

• Press 1 – Yes (Return to TRO Menu, page 12)

Press 2 – No (Reopen Any Other ICN)
Press 3 – Return to IVR Main Menu, page 3

REPLACE/ADD another modifier

Press 2 - No

on ANOTHER line?

Press 1 - Yes



