

GREETING

“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

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

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 Telephone Reopenings
- Press “5” 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.

Entering PTAN letters

To enter a letter, you will press three keys:

- Press the “*” key with the letter
- Press the key with the letter



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- Press “1,” “2,” or “3,” depending upon the position of the letter on that key

Example: To enter the letter A, press “2” then “1”

On telephones where “Q” appears with “P,” “R,” and “S” on key 7, assume that “R” and “S” are the second and third positions respectively. Regardless of your telephone type, assume that “Q” and “Z” are on the “1” key. “Q” would be positioned as the first letter, and “Z” as the second.

Example: To enter Z, press “*” then “1” then “2.”

- Enter PTAN letters:

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

Patient’s Medicare Number

You now have the option:

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

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, 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, which will provide the characters you need to enter.

Hint: Only enter letters. Ignore any spaces and enter only 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.