

### 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 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:

If your PTAN begins with one or more letters, press “1,” otherwise press “2”

After pressing “1:”

- You will enter a two key combination.
- Enter the letter, and then the position of the letter as either 1, 2, or 3.  
**For example:** K would be keyed as 5 and then 2. (See below Entering PTAN Letters for additional examples)
- If your PTAN has a second letter press “1,” otherwise press two.
- If your PTAN has a third letter press “1,” otherwise press two.
- Now enter the numbers followed by the “#” key.

After pressing “2:”

- 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.

#### **Entering PTAN letters**

To enter a letter, you will press two keys:

- First, press the key with the letter.
- Then 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 one key. Q would be positioned as the first letter and Z as the second.



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- **Example:** To enter Z, press “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**

- Press “1” for the MBI (Medicare Beneficiary Identifier) OR
- Press “2” for the HICN (Health Insurance Claim Number)
  - If you press “1”, you may press “\*” followed by “#” for instructions on how to enter the MBI. For assistance, refer to the IVR and CTI Converter Tools at [https://www.cgsmedicare.com/medicare\\_dynamic/j15/ivr\\_mbi\\_converters.asp](https://www.cgsmedicare.com/medicare_dynamic/j15/ivr_mbi_converters.asp), which will provide the characters you need to enter.
- If you press “2”:
  - Press “1” if the Medicare number begins with a letter or letter-number combination.
  - 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”
C	press “3”	W	press “7”
D	press “4”	Any other letter press “0” for the customer service representative phone number.	
  - 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.
  - If the second letter is:
 

A	press “1”	B	press “2”
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  - If it is any other letter, press “0” for the customer service representative phone number.

**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/medicare\\_dynamic/j15/ivr\\_mbi\\_converters.asp](https://www.cgsmedicare.com/medicare_dynamic/j15/ivr_mbi_converters.asp), 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.