

CGS JURISDICTION 15 PART B CUSTOMER SERVICE SERVICE LINE

1.866.276.9558

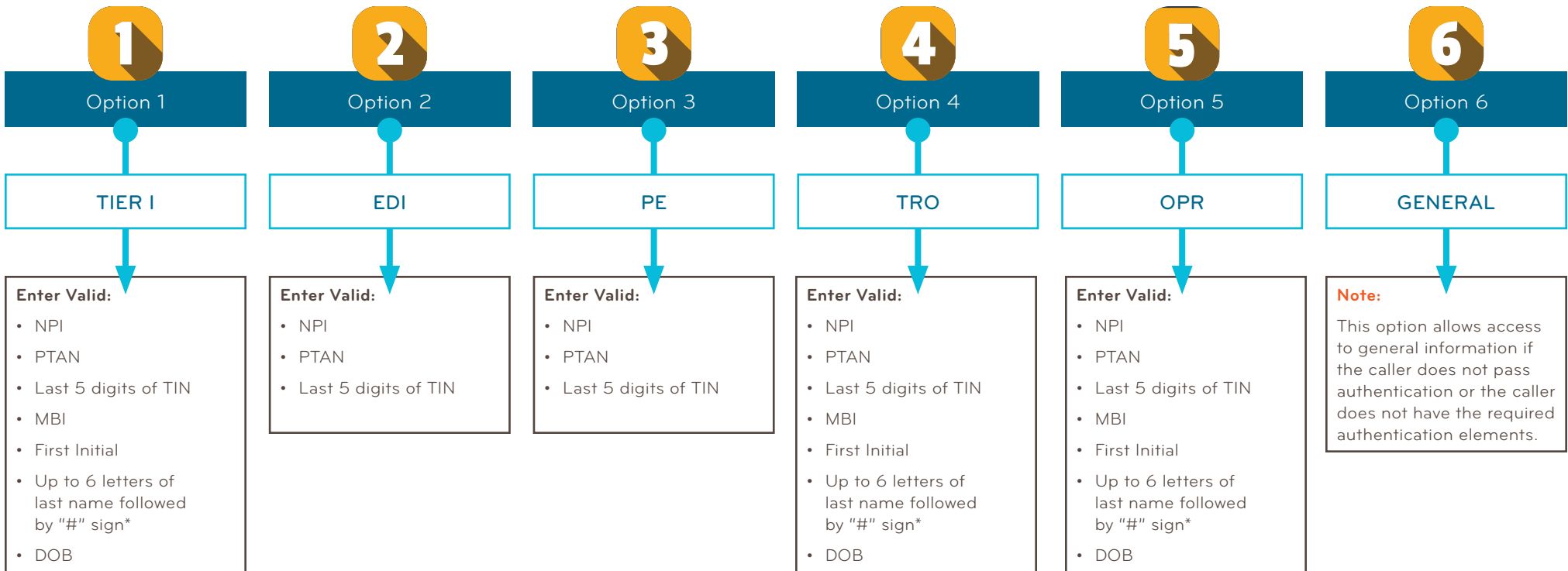
HOURS OF OPERATION:
MONDAY - FRIDAY: 7:00 A.M. TO 4:00 P.M. CT

USER GUIDE

INFORMATION YOU MAY NEED:

- NPI
- PTAN
- Last five digits of tax identification number
- MBI (Medicare beneficiary identifier)
- Beneficiary's first initial
- Beneficiary's last name - Enter up to six letters followed by "#" sign (ignore any spaces)
- Beneficiary date of birth

NOTE: For assistance with entering the MBI and the beneficiary's name, refer to the IVR and CTI Converter Tools at https://www.cgsmedicare.com/medicare_dynamic/j15/ivr_mbi_converters.asp.



* For patients with last name with fewer than six letters but with a suffix, add the letters up to six (e.g., *Lee Jr.* should be entered *leejr*).

Enter PTAN Letters:

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



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