Chapter 15 Contents

Introduction

The following addresses and telephone numbers are provided so that you will know where to obtain the information/materials you need or where to send inquiries.

1. Durable Medical Equipment Medicare Administrative Contractors

Jurisdiction A
Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont

National Heritage Insurance Company
PO Box 9146
Hingham, MA 02043-9146
Phone: 1.866.590.6731
IVR: 1.866.419.9458
Website: http://www.medicarenhic.com

Jurisdiction B
Illinois, Indiana, Kentucky, Michigan, Minnesota, Ohio, Wisconsin

National Government Services
PO Box 6036
Indianapolis, IN 46206-6036
Phone: 1.866.590.6727
IVR: 1.877.299.7900
Website: http://www.ngsmedicare.com

Jurisdiction C
Alabama, Arkansas, Colorado, Florida, Georgia, Louisiana, Mississippi, New Mexico, North Carolina, Oklahoma, Puerto Rico, South Carolina, Tennessee, Texas, U.S. Virgin Islands, Virginia, West Virginia

CGS
PO Box 20010
Nashville, TN 37202-0010
Phone: 1.866.270.4909
IVR: 1.866.238.9650
Telephone Reopenings: 1.866.813.7878
Website: http://www.cgsmedicare.com
Jurisdiction D
Alaska, American Samoa, Arizona, California, Guam, Hawaii, Idaho, Iowa, Kansas, Mariana Islands, Missouri, Montana, Nebraska, Nevada, North Dakota, Oregon, South Dakota, Utah, Washington, Wyoming

Noridian Administrative Services
PO Box 6727
Fargo, ND 58108-6727
Phone/IVR: 1.877.320.0390
Website: http://www.noridianmedicare.com

2. Jurisdiction C Resources

Advance Determination of Medicare Coverage (ADMC)
CGS
ATTN: ADMC
PO Box 20010
Nashville, TN 37202
Fax: 1.615.782.4647

Common Electronic Data Interchange
National Government Services
Phone: 1.866.311.9184
Email address: ngs.cedihelpdesk@anthem.com
Website: http://www.ngscedi.com

Correspondence
CGS
DME MAC Jurisdiction C
PO Box 20010
Nashville, TN 37202

Prior Authorization Requests
CGS – DME Medical Review – Prior Authorization
PO Box 24890
Nashville, TN 37202-4890
Fax: 1.615.664.5960

Provider Outreach and Education (POE)
CGS
DME MAC Jurisdiction C
PO Box 20010
Nashville, TN 37202
ATTN: POE Department

Refund Checks
CGS
JC DME MAC
PO Box 955152
St. Louis, MO 63195-5152
Resources

Chapter 15

ZPIC Zone 4
Health Integrity, LLC
Zone Program Integrity Contractor
Texas, New Mexico, Colorado, and Oklahoma
Website: http://www.healthintegrity.org

ZPIC Zone 5
AdvanceMed, LLC
Zone Program Integrity Contractor
Alabama, Arkansas, Georgia, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee, Virginia, and West Virginia
Website: http://www.nciinc.com/about-us/advancemed/

ZPIC Zone 7
SafeGuard Services, LLC
Zone Program Integrity Contractor
Florida, Puerto Rico, and the U.S. Virgin Islands
Website: http://www.safeguard-servicesllc.com/

Appeals and Reopenings

Clerical Error Reopenings
CGS
DME MAC Jurisdiction C
PO Box 20010
Nashville, TN 37202
For a reopening with an underpayment, fax to: 1.615.782.4649
For a reopening with an overpayment, fax to: 1.615.782.4477
Telephone Reopenings: 1.866.813.7878

Redeterminations
CGS
ATTN: Redetermination Department
PO Box 20009
Nashville, TN 37202
Fax: 1.615.782.4630

Reconsiderations
C2C Innovative Solutions, Inc.
ATTN: DME QIC
PO Box 44013
Jacksonville, Florida 32231-4013
Phone: 1.904.224.7433
Website: http://www.C2Cinc.com

Physical address for overnight packages:
301 W. Bay Street
6th Floor
Jacksonville, FL 32202
Administrative Law Judge (ALJ)
Requests for ALJ hearings must be filed to the Office of Medicare Hearings and Appeals (OMHA) at the following locations depending on the place of service (for DMEPOS claims, the place of service is defined as the beneficiary’s address of record):

**Arlington, Virginia**
*(Mid-Atlantic Field Office and Headquarters)*
1700 N. Moore St., Suite 1600
Arlington, VA 22209
Phone: 1.866.231.3087

**Cleveland, Ohio**
*(Mid-West Field Office)*
BP Tower, Suite 1300
200 Public Square
Cleveland, OH 44114-2316
Phone: 1.866.236.5089

**Irvine, California**
*(Western Field Office)*
19 Technology Drive, Suite 200
Irvine, CA 92618
Phone: 1.949.788.8000

**Miami, Florida**
*(Southern Field Office)*
100 SE 2nd Street, Suite 1700
Miami, FL 33131-2100
Phone: 1.866.622.0382

**Field Office Jurisdictions**

<table>
<thead>
<tr>
<th>Field Office</th>
<th>Jurisdiction</th>
<th>States</th>
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</thead>
<tbody>
<tr>
<td>Mid-Atlantic Field Office</td>
<td>The Mid-Atlantic Field Office provides overflow capacity to process appeals from any of the other three offices.</td>
<td></td>
</tr>
<tr>
<td>Southern Field Office</td>
<td>HHS Region 4</td>
<td>Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina and Tennessee</td>
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<tr>
<td></td>
<td>HHS Region 6</td>
<td>Arkansas, Louisiana, New Mexico, Oklahoma and Texas</td>
</tr>
<tr>
<td>Mid-west Field Office</td>
<td>HHS Region 1</td>
<td>Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont</td>
</tr>
<tr>
<td></td>
<td>HHS Region 2</td>
<td>New York, New Jersey, Puerto Rico and Virgin Islands</td>
</tr>
<tr>
<td></td>
<td>HHS Region 3</td>
<td>Delaware, Maryland, Pennsylvania, Virginia, West Virginia and District of Columbia</td>
</tr>
<tr>
<td></td>
<td>HHS Region 5</td>
<td>Illinois, Indiana, Ohio, Michigan, Minnesota and Wisconsin</td>
</tr>
<tr>
<td>Western Field Office</td>
<td>HHS Region 7</td>
<td>Iowa, Kansas, Missouri and Nebraska</td>
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<tr>
<td></td>
<td>HHS Region 8</td>
<td>Colorado, Montana, North Dakota, South Dakota, Utah and Wyoming</td>
</tr>
<tr>
<td></td>
<td>HHS Region 9</td>
<td>Arizona, California, Hawaii, Nevada, Guam, Trust Territory of the Pacific and American Samoa</td>
</tr>
<tr>
<td></td>
<td>HHS Region 10</td>
<td>Alaska, Idaho, Oregon and Washington</td>
</tr>
</tbody>
</table>
Resources

Publications
(*DME MAC Jurisdiction C Supplier Manual and updates, DME MAC Insider, Fee Schedules*)

Send publication orders with payments to:
CGS
ATTN: DME MAC Publications
CGS
PO Box 20010
Nashville, TN 37202

3. Additional Resources

**CMS-1500 (12/90) Claim Form**
U. S. Government Printing Office
Superintendent of Documents
Washington, DC 20402
Phone: 1.866.512.1800

**Coding Assistance**
Pricing, Data Analysis and Coding (PDAC) Contractor
Noridian Administrative Services
PDAC/HCPCS Unit
PO Box 6757
Fargo, ND 58108-6757
Phone: 1.877.735.1326
Website: [http://www.dmepdac.com](http://www.dmepdac.com)

**Competitive Bidding**
Competitive Bidding Implementation Contractor (CBIC)
Palmetto GBA
2743 Perimeter Parkway Ste 200-400
Augusta, GA 30909-6499
Phone: 1.877.577.5331
Website: [http://www.dmecompetitivebid.com](http://www.dmecompetitivebid.com)

**Benefits Coordination & Recovery Center (BCRC)**
Medicare – MSP General Correspondence
PO Box 138897
Oklahoma City, OK 73113-8897
Phone: 1.855.798.2627
TTY/TDD: 1.855.797.2627 (for the hearing and speech impaired)
Fax: 1.405.869.3307

**Office of Inspector General (OIG) Hotline**
1.800.HHS.TIPS (1.800.447.8477)

**Provider Enrollment Chain Ownership System (PECOS)**
[https://pecos.cms.hhs.gov/](https://pecos.cms.hhs.gov/)

**Social Security Administration (SSA)**
Contact your local SSA office or call 1.800.772.1213.
Supplier Enrollment/Inquiries
National Supplier Clearinghouse (NSC)
AG-495
PO Box 100142
Columbia, SC 29202-3142
Phone: 1.866.238.9652
Website: http://www.palmettogba.com/nsc


United Mine Workers Association (UMWA)
U.M.W.A. Health and Retirement Funds
PO Box 619099
Dallas TX 75261-9741
Phone: 1.888.865.5290

4. Web Resources

The DME MAC Jurisdiction C website is available at http://www.cgsmedicare.com (select “DME MAC Jurisdiction C”). From the website, you can access and download the DME MAC Insider, DME MAC Jurisdiction C Supplier Manual, and DME MAC Jurisdiction C Fee Schedules.

To access the DME MAC Jurisdiction C resources go to http://www.cgsmedicare.com and select “DME MAC Jurisdiction C.” Frequently Asked Questions, forms, and other publications can be accessed from the website.


Beginning October 1, 2003, CMS transitioned from a paper-based manual system to a Web-based system. The transition included streamlining, updating, and consolidating various CMS program instructions into an electronic Web-based manual system for all users. The new online CMS Manual System is organized by functional area, (e.g., eligibility, entitlement, claims processing, benefit policy, program integrity). The manuals are listed below.

Pub. 100-01 — Medicare General Information, Eligibility, and Entitlement
Pub. 100-02 — Medicare Benefit Policy
Pub. 100-03 — Medicare National Coverage Determinations
Pub. 100-04 — Medicare Claims Processing
Pub. 100-05 — Medicare Secondary Payer
Pub. 100-06 — Medicare Financial Management
Pub. 100-07 — State Operations
Pub. 100-08 — Medicare Program Integrity
Pub. 100-09 — Medicare Contractor Beneficiary and Provider Communications
Pub. 100-10 — Quality Improvement Organization
Pub. 100-11 — Reserved
Pub. 100-12 — State Medicaid
Pub. 100-13 — Medicaid State Children’s Health Insurance Program
Pub. 100-14 — Medicare End Stage Renal Disease Network Organization
Pub. 100-15 — State Buy-In
Resources

Pub. 100-16 — Medicare Managed Care
Pub. 100-17 — CMS/Business Partners Systems Security
Pub. 100-18 — Reserved
Pub. 100-19 — Demonstrations
Pub. 100-20 — One-Time Notification
Pub. 100-21 — Recurring Update Notification


This site includes National Coverage Determinations, National Coverage Analyses, and Local Medical Review Policies.


**CGS** does not review or control the content and accuracy of websites referenced in this manual, except the CGS website, and is therefore not responsible for their content or accuracy.