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 (DME MACs)

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

National Heritage Insurance Company
P.O. Box 9146
Hingham, MA 02043-9146
Phone/IVR: 866.419.9458
Customer Service: 866.590.6731
Website: www.medicarenhic.com

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

National Government Services
PO Box 6036
Indianapolis, IN 46206-6036
Phone/IVR: 877.299.7900
Customer Service 866.590.6727
Website: 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

CIGNA Government Services
PO Box 20010
Nashville, TN 37202-0010
Phone: 866.270.4909
IVR: 866.238.9650
Telephone Reopenings: 866-813-7878
Website: www.cignagovernmentservices.com
Resources

Chapter 15

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
901 40th Ave. S., Suite 1
Fargo, ND 58103-2146
Phone: 866.243.7272
IVR: 877.320.0390
Website: www.noridianmedicare.com

2. Jurisdiction C Resources

Common Electronic Data Interchange
National Government Services
Phone: 866.311.9184
Email address: ngscedihelpdesk@wellpoint.com
Website: www.ngscedi.com

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

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.csc.com/advancemed

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

Refund Checks
CIGNA Government Services
Jurisdiction C DME MAC
PO Box 30629
New York, NY 10087-0629
Resources

Publications (DME MAC Jurisdiction C Supplier Manual and updates, DME MAC Insider, Fee Schedules)
Send publication orders with payments to:
Connecticut General Life Insurance Company
Attn: DME MAC Publication Fulfillment Center
P. O. Box 30629
New York, New York 10087-0629

If your order does not require a payment, send the completed order form to:
CIGNA Government Services
ATTN: DME MAC Publications
CIGNA Government Services
PO Box 20010
Nashville, TN 37202

Send requests for status of an order to:
ATTN: DME MAC Publications
CIGNA Government Services
PO Box 20010
Nashville, TN 37202

Advance Determination of Medicare Coverage (ADMC)
CIGNA Government Services
Attn: ADMC
P.O. Box 20010
Nashville, TN 37202
Fax: 615.782.4647

Correspondence
CIGNA Government Services
DME MAC Jurisdiction C
PO Box 20010
Nashville, TN 37202

Clerical Error Reopenings
CIGNA Government Services
DME MAC Jurisdiction C
PO Box 20010
Nashville, TN 37202
Fax: 615.782.4649
Telephone Reopenings: 866.813.7878

Redeterminations
CIGNA Government Services
ATTN: Redetermination Department
PO Box 20009
Nashville, TN 37202
Fax: 615.782.4630
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: 866.231.3087

Cleveland, Ohio
(Mid-West Field Office)
BP Tower, Suite 1300
200 Public Square
Cleveland, OH 44114-2316
Phone: 866.236.5089

Irvine, California
(Western Field Office)
27 Technology Drive, Suite 100
Irvine, CA 92618-2364
Phone: 866.495.7414

Miami, Florida
(Southern Field Office)
100 SE 2nd Street, Suite 1700
Miami, FL 33131-2100
Phone: 866.622.0382
Field Office Jurisdictions

<table>
<thead>
<tr>
<th>Field Office</th>
<th>Jurisdiction</th>
<th>States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mid-Atlantic Field Office</td>
<td>HHS Region 4</td>
<td>Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina and Tennessee</td>
</tr>
<tr>
<td></td>
<td>HHS Region 6</td>
<td>Arkansas, Louisiana, New Mexico, Oklahoma and Texas</td>
</tr>
<tr>
<td>Southern 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>Mid-west Field Office</td>
<td>HHS Region 7</td>
<td>Iowa, Kansas, Missouri and Nebraska</td>
</tr>
<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>Western Field Office</td>
<td>HHS Region 10</td>
<td>Alaska, Idaho, Oregon and Washington</td>
</tr>
</tbody>
</table>

3. Additional Resources

Supplier Enrollment/Inquiries
National Supplier Clearinghouse (NSC)
AG-495
PO Box 100142
Columbia, SC 29202-3142
Phone: 866.238.9652
Website: www.palmettogba.com/nsc


Coding Assistance
Pricing, Data Analysis and Coding (PDAC) Contractor
Noridian Administrative Services
PDAC/HCPGS Unit
P.O. Box 6757
Fargo, ND 58108-6757
Phone: 877.735.1326
Website: www.dmepdac.com
Resources

Chapter 15

Competitive Bidding
Competitive Bidding Implementation Contractor (CBIC)
Palmetto GBA
2743 Perimeter Parkway Ste 200-400
Augusta, GA 30909-6499
Phone: 877.577.5331
Website: www.dmecompetitivebid.com

Coordination of Benefits (COB) Contractor
MEDICARE - Coordination of Benefits
P.O. Box 33847
Detroit, MI 48232
Phone: 1.800.999.1118
Website: http://www.cms.gov/COBGeneralInformation/

Social Security Administration (SSA)
Contact your local SSA office or call 800.772.1213.

CMS-1500 (12/90) Claim Form
U. S. Government Printing Office
Superintendent of Documents
Washington, DC 20402
Phone: 202.512.1800

ICD-9-CM (Three Volume Set)
The most recent version may be obtained through the following sources:

- Ingenix – www.ingenix.com/
- American Medical Association (AMA) – 800.621.8335 or www.ama-assn.org
- National Center for Health Statistics (NCHS) - www.cdc.gov/nchs/icd9.htm

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

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
## Web Resources

The DME MAC Jurisdiction C website is available at [www.cignagovernmentservices.com](http://www.cignagovernmentservices.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 [www.cignagovernmentservices.com](http://www.cignagovernmentservices.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
- 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.


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