

DME MAC Jurisdiction C Interactive Voice Response (IVR) System

USER GUIDE

Information you may need:

NPI

PTAN - Same number as your NSC Supplier Number

Last five digits of TIN

HICN - Press 1 if begins with Letter, Press 2 if begins with number

Beneficiary's First Initial

Beneficiary's Last Name-First 6 letters plus # sign

Beneficiary Date of Birth

Date of Service

HCPCS Code / Modifiers

FCN - Located on your remittance notice

DCN - Located on your acknowledgement letter

Payment Date

TO ACCESS A FULL SCRIPT OF THE IVR SYSTEM GO TO
[HTTP://WWW.CIGNAGOVERNMENT SERVICES.COM/JC/PUBS/NEWS/ARTICLES/0507/051107A.HTML](http://www.cignagovernmentservices.com/jc/pubs/news/articles/0507/051107A.html)

Claims Information 1

Claim Status 1

Enter HICN, Beneficiary Name, and date of service

Available Information

- By-Line Information
- Payment Floor
- Reason for Denial
- Appeal Rights

Pending Claim Information 2

Available Information

- Claims on Payment Flr.
- Pending Claims at CWF
- Other Pending Claims

Redetermination Status 3

Enter HICN, Beneficiary Name, and DCN from acknowledgement Letter

Order a duplicate remittance notice 4

Enter Payment Date

Beneficiary Information 2

Beneficiary Eligibility 1

Enter HICN, Beneficiary name, and date of birth

Available Information

- Part A/B eligibility Date
- Medicare Advantage Plan information
- Home Health info
- MSP information

Beneficiary Part B Deductible 2

Available Information

- Current calendar year
- Previous calendar year

CMN Status 3

Same or Similar Inquiries
Enter HCPCS

SNF/Inpatient Hospital Stay 4

Enter date of Service

Hospice Information 5

Payment Information 3

Pricing 1

Enter State, HCPCS, and Modifier

Available Information

- Medicare allowed amount

Check Information 2

Available Information

- Outstanding checks within last 30 days
- Last Five Checks

Offset information 3

Enter FCN

Available Information

- Claim details of original overpayment
- Overpayment letter date and current offset balance

EFT Application Status 4

General Information 4

Information on your Appeal Right 1

Customer Service hours of operation 2

Standard Functions

- 7 = Repeat
- 8 = Main Menu
- 9 = New NPI/PTAN

Additional Feature:

May inquire on Multiple NPI/PTANs within the same phone transaction

To access the IVR, call 1.866.238.9650



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