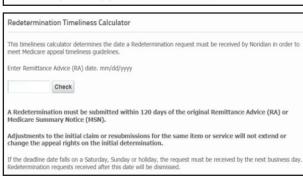
What other helpful tools are available to me?

Timeliness Calculator





Hours of availability for the required services identified below are:

- General IVR inquiries available 24/7
 - Reference telephone numbers
 - Medicare Part B addresses
 - General redetermination and reconsideration information
 - Website referrals
 - HIPAA Eligibility Transaction System (HETS) Eligibility
- Claim specific inquiries available Monday Friday
 6 a.m. 8 p.m. CT and Saturday 7 a.m. 5 p.m. CT
 - Part A/B patient eligibility
 - Claim status
 - Deductible status
 - Check status
 - Check history
 - Remittance Information





How to Expedite Appeals Payment JF Part B





Noridian Healthcare Solutions, LLC

How to Expedite Appeal Payment

In order to expedite the appeals process, ensure the request is complete and accurate. The following criteria are required on the Redetermination Request Form:

- Beneficiary's full name
- Medicare Number
- Date of service
- Signed Redetermination Request
- HCPCS/Procedure Code

Ensure all supporting documentation is submitted with your request. Refer to https://med.noridianmedicare.com/web/jfb/topics/documentation-requirements to determine the necessary medical documentation. If all necessary documentation is not included in the request it could potentially delay your request an additional 14 days or longer.

Ensure supporting medical documentation contains the following prior to submitting the request:

- Submit the request to the correct contractor
- Request is legible
- Correct date of service
- Valid medical documentation signature

What is considered a Reopening? (Not an inclusive listing)

- Diagnosis changes/additions
- Date of service changes
- Procedure code changes
- Unit changes
- Certain modifier changes/additions

For a listing of proper reopening requests refer to https://med.noridianmedicare.com/web/jfb/topics/appeals/reopening

How do I submit my Reopening?

Submit reopenings by one of the following:

Noridian Medicare Portal (FREE and efficient):

https://med.noridianmedicare.com/web/ ifb/topics/nmp

Telephone: 877-908-8431

Fax: 701-277-7852

Mail: Noridian Administrative Services

Attn: Part B Reopenings

PO Box (select from table on form)

Fargo ND 58108-(select from table on form)

What is considered a Redetermination?

If a provider disagrees with Medicare's decision on how a claim was initially processed, an appeal may be requested. Prior to submitting an appeal, consider if a Telephone or Written Reopening could be requested.

How do I submit my Redetermination?

Submit redeterminations by one of the following:

Noridian Medicare Portal:

https://med.noridianmedicare.com/web/
ifb/topics/nmp

Fax: 1-701-277-7852

Mail: Noridian JF Part B

Attn: Redeterminations

PO Box (select from table on form)

Fargo ND 58108-(select from table on form)

Select the proper Type of Request such as CERT, Redetermination, Redetermination Due to Overpayment, BA or UPIC on the Redetermination Form

Where can I find additional information?

Noridian offers a variety of resources to assist you in submitting your appeals. Please visit the following:

- https://med.noridianmedicare.com
- Medicare Claims Processing Manual, Chapter 29 https://www.cms.gov/Regulations-and-guidance/Guidance/Manuals/downloads/clm104c29.pdf

Refer to the Medical Documentation Signature Requirements located on our website at: https://med.noridianmedicare.com/web/jfb/cert-reviews/signature-requirements

How can the website satisfaction survey help me?

The survey is the result of the Centers for Medicare & Medicaid Services contract with Foresee Results, an independent third party survey company, to assess the effectiveness of Medicare contractor websites.

The feedback you provide will help us improve and enhance our website and help us serve you better in the future.

How can I contact someone for help?

Our toll-free numbers unifies customer service areas and simplifies provider contact. Below is a listing of contacts:

- 1-877-908-8431 (Provider Contact Center, Provider Enrollment, Phone Appeals/Reopenings or IVR)
- **1-800-MEDICARE** Noridian is unable to assist Medicare beneficiary's via phone.
- Email Customer Service https://med.noridianmedicare.com/web/jfb/contact/ email-customer-service
- Noridian Management
 https://med.noridianmedicare.com/web/jfb/contact/management
- Contractor Medical Directors (CMD)
 https://med.noridianmedicare.com/web/jfb/contact/cmd
- Congressional Inquiries
 https://med.noridianmedicare.com/web/jfb/contact/congressional
- Freedom of Information ACT (FOIA) https://med.noridianmedicare.com/web/jfb/contact/foia