

CGS Administrators, LLC (CGS) & Noridian Healthcare Solutions (Noridian) Self Service Tools & Resources

As the four Durable Medical Equipment Medicare Administrative Contractors (DME MACs), CGS and Noridian are responsible for processing and paying Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) for Medicare beneficiaries.

The permanent address of the Medicare beneficiary determines the jurisdiction responsible for processing claims. Below is a breakdown of each jurisdiction and the associated states:

- **Jurisdiction A DME MAC is administered by Noridian** for the states of Connecticut, Delaware, Massachusetts, Maine, Maryland, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, and District of Columbia.
- **Jurisdiction B DME MAC is administered by CGS** for the states of Illinois, Indiana, Kentucky, Michigan, Minnesota, Ohio, and Wisconsin.
- **Jurisdiction C DME MAC is administered by CGS** for the states and U.S. territories of Alabama, Arkansas, Colorado, Florida, Georgia, Louisiana, Mississippi, New Mexico, North Carolina, Oklahoma, Puerto Rico, South Carolina, Tennessee, Texas, US Virgin Islands, Virginia, and West Virginia.
- **Jurisdiction D DME MAC is administered by Noridian** for the states and U.S. territories of Alaska, Arizona, California, Hawaii, Idaho, Iowa, Kansas, Missouri, Montana, Nebraska, Nevada, North Dakota, Oregon, South Dakota, Utah, Washington, Wyoming, American Samoa, Guam, and the Northern Mariana Islands.

The tools and resources contained in this document will assist you in receiving timely Medicare updates, accessing beneficiary eligibility, claim status, same or similar information and more.

CGS and Noridian are committed to supporting DMEPOS suppliers as partners in Medicare beneficiary care.



Who to Contact at Noridian Jurisdictions A & D DME MAC

Claim Status, Eligibility, & Same or Similar	JA & JD Portal: JA: https://med.noridianmedicare.com/web/jadme/topics/nmp JD: https://med.noridianmedicare.com/web/jddme/topics/nmp JA IVR: 1.866.419.9458 JD IVR: 1.877.320.0390
Duplicate Remittance Advice & PECOS Information	JA IVR: 1.866.419.9458 JD IVR: 1.877.320.0390
Claim Specific Questions & General Medicare Information	JA Supplier Contact Center (SCC): 1.866.419.9458 Hours: Monday – Friday 8:00 a.m. – 5:00 p.m. ET JD Supplier Contact Center (SCC): 1.877.320.0390 Hours: Monday – Friday 8:00 a.m. – 6:00 p.m. CT
Request a Reopening	JA Telephone Reopenings/SCC: 1.866.419.9458 JD Telephone Reopenings/SCC: 1.877.320.0390
Enrollment	National Supplier Clearinghouse (NSC): 1.866.238.9652 Hours: 9:00 a.m. – 5:00 p.m. ET http://www.palmettogba.com/nsc
Electronic Billing	Common Electronic Data Interchange (CEDI): 1.866.311.9184 Hours: 9:00 a.m. – 7:00 p.m. ET http://www.ngscedi.com
Coding Assistance	Pricing, Data Analysis and Coding Contractor (PDAC): 1.877.735.1326 Hours: Monday – Friday 9:30 a.m. – 5:00 p.m. ET https://www.dmepdac.com/
JA Portal Availability	Eligibility: 24 hours per day/7 days per week All other functions: Monday – Friday: 7:00 a.m. – 9:00 p.m. ET, Saturday: 8:00 a.m. – 4:00 p.m. ET
JD Portal Availability	Eligibility: 24 hours per day/7 days per week All other functions: Monday – Friday: 6:00 a.m. – 8:00 p.m. CT, Saturday: 7:00 a.m. – 3:00 p.m. CT
JA IVR Availability	General: 24 hours per day/7 days per week Claim-specific: Monday – Friday 7:00 a.m. – 9:00 p.m. ET, Saturday 7:00 a.m. – 4:00 p.m. ET
JD IVR Availability	General: 24 hours per day/7 days per week Claim-specific: Monday – Friday 6:00 a.m. – 8:00 p.m. CT, Saturday 6:00 a.m. – 3:00 p.m. CT

Who to Contact at CGS Jurisdictions B & C DME MAC

Claim Status, Eligibility, Same or Similar, Duplicate Remittance Advice, & Ordering/Referring Physician Information	JB & JC Portal: https://mycgportal.com/mycgs/ JB IVR: 1.877.299.7900 JC IVR: 1.866.238.9650
Claim Specific Questions & General Medicare Information	JB Supplier Contact Center: 1.866.590.6727 Hours: Monday – Friday 8:00 a.m. – 5:00 p.m. ET JC Supplier Contact Center: 1.866.270.4909 Hours: Monday – Friday 7:00 a.m. – 5:00 p.m. CT
Request a Reopening	JB & JC Portal: https://mycgportal.com/mycgs/ JB Telephone Reopenings: 1.844.240.7490 Hours: Monday – Friday 8:00 a.m. – 5:00 p.m. ET JC Telephone Reopenings: 1.866.813.7878 Hours: Monday – Friday 7:00 a.m. – 5:00 p.m. CT
Enrollment	National Supplier Clearinghouse (NSC): 1.866.238.9652 Hours: 9:00 a.m. – 5:00 p.m. ET http://www.palmettogba.com/nsc
Electronic Billing	Common Electronic Data Interchange (CEDI): 1.866.311.9184 Hours: 9:00 a.m. – 7:00 p.m. ET http://www.ngscedi.com
Coding Assistance	Pricing, Data Analysis and Coding Contractor (PDAC): 1.877.735.1326 Hours: Monday – Friday 9:30 a.m. – 5:00 p.m. ET https://www.dmepdac.com/
JB IVR & Portal Availability	Eligibility: 24 hours per day/7 days per week (except during system maintenance) All other functions: Monday – Friday: 7:00 a.m. – 10:00 p.m. ET, Saturday: 7:00 a.m. – 5:00 p.m. ET
JC IVR & Portal Availability	Eligibility: 24 hours per day/7 days per week (except during system maintenance) All other functions: Monday – Friday: 8:00 a.m. – 9:00 p.m. CT, Saturday: 8:00 a.m. – 6:00 p.m. CT



Noridian Jurisdictions A & D DME MAC Interactive Voice Response (IVR) At-A-Glance			
Option 1: Claim Status	<ul style="list-style-type: none"> Number of claims in give date range Claim status (processed, denied, pending, etc.) Submitted amount Remittance advice date Total allowed Total paid Check number 	Caller must say "details" to hear: <ul style="list-style-type: none"> Claim Control Number (CCN) HCPCS or NDC submitted Units submitted Allowed amount Denial reason, if applicable 	
Option 2: Eligibility	General <ul style="list-style-type: none"> Part A and B effective/termination dates Deductible information Medicare primary, secondary, or HMO MSP <ul style="list-style-type: none"> MSP name Effective/termination date MSP type 	HMO <ul style="list-style-type: none"> HMO name Effective/termination date Inpatient/Skilled Nursing Facility (SNF) <ul style="list-style-type: none"> Admittance/discharge date Patient status Facility NPI 	Home Health <ul style="list-style-type: none"> Effective/termination date NPI Hospice <ul style="list-style-type: none"> Effective/termination date NPI
Option 3: Same and Similar	Same and Similar <ul style="list-style-type: none"> HCPCS found Initial date Revised/recertification date Purchase or rental Number of payments Last billing date Supplier name Supplier phone number 	Same to Same <ul style="list-style-type: none"> Number of HCPCS found Date of service Revised/recertification date Supplier name Supplier phone number RT/LT modifier 	
Option 4: Financials	<ul style="list-style-type: none"> Order remittance advice Number of total claims pending Last three checks Overpayment information 		
Option 5: Prior Authorization	Prior Authorization Requests (PARs), Condition of Payment (COP), and Advance Determination of Medicare Coverage (ADMC) <ul style="list-style-type: none"> Receipt date, status, and tracking number 		

CGS Jurisdictions B & C DME MAC Interactive Voice Response (IVR) At-A-Glance			
Claim Information	Beneficiary Information	Payment Information	General Information
Claim Status <ul style="list-style-type: none"> By-line information Payment floor Reason for denial Appeal rights 	Beneficiary Eligibility <ul style="list-style-type: none"> Part A/B eligibility date Deductible- current & previous year Medicare Advantage Plan Home Health information MSP information SNF/Inpatient hospital stay Hospice information 	Pricing Enter State, HCPCS, & Modifier <ul style="list-style-type: none"> Medicare allowed amount 	Information on Your Appeal Rights
Pending Claim Information <ul style="list-style-type: none"> Claims on payment floor Pending claims at CWF Other pending claims 	CMN Status <ul style="list-style-type: none"> Same or Similar inquiries Enter HCPCS 	Check Information <ul style="list-style-type: none"> Outstanding checks w/i last 30 days Last 5 checks 	Customer Service Hours of Operation
Redetermination Information <ul style="list-style-type: none"> Redetermination status 	Oxygen CMN Status <ul style="list-style-type: none"> Most current stationary & portable CMN Last paid date w/Modifier Total # of paid claims per modality Other oxygen CMNs on file 	Offset Information <ul style="list-style-type: none"> Claim details of original overpayment Overpayment letter date & current offset balance 	
Ordering a Duplicate Remittance <ul style="list-style-type: none"> Enter payment date 	Diabetic Supplies & Shoe Information <ul style="list-style-type: none"> Lancets & test strips billed w/i 90 days before & after date of service (DOS) entered Other diabetic supplies billed w/i 6 months before & after DOS & HCPCS entered Diabetic shoes billed w/i the calendar year entered Diabetic shoe inserts billed w/i the calendar year & HCPCS Entered 	EFT Application Status	
Ordering/Referring Provider Information <ul style="list-style-type: none"> Provider's NPI Last name 			



Noridian Medicare Portal (NMP)

The portal main menu provides notification to providers if a function is under maintenance or unavailable. It also provides important reminders to portal users under the Alerts & Notices section.

NMP guide: <https://med.noridianmedicare.com/web/portalguide>

noridian Healthcare Solutions

Noridian Medicare Portal

Contact Us Help

HICN to MBI Transition Period
Providers/Suppliers must now submit claims with MBIs only
Read More:
JEA | JEB | JFA | JFB | JA | JD

Availability
System Normal
All Functions Available
Hours of Availability

Notifications & Updates See All >

Login
Enter your Username and Password created during the registration process.
* Username
Please type your username
Forgot Username?
* Password
Please type your password (Do not autofill)
Forgot/Unlock Password?
Login

New User?
Register for access to eligibility, claims, appeals and more.
Start Registration

Category	Contents Included
Eligibility	View Eligibility, HMO/MCO, MSP, Home Health, Hospice, Hospital, SNF, ESRD, and Preventive information. Eligibility inquiries can be conducted 12 months prior to the current date and four months after the current inquiry date.
Claim Status	View a specific claim for a beneficiary or a listing of all claims for that beneficiary billed by the provider. View nurse reviewer notes if a claim was held for supporting documentation review.
Self-Service Reopenings	Users may initiate reopenings regarding the billed amount, date of service, diagnosis, modifier, MSP type, place of service, or referring and rendering provider.
Appeals	Suppliers are highly encouraged to submit their redetermination requests and supporting documentation securely through the portal. Check the status of the prior 100 submitted redeterminations or written reopenings or search for a specific redetermination on file.
Remittance Advices	Claim-specific and full remittance advices are available.
Financials	Access the prior 50 checks and the billed amounts of claims pending on the payment floor. View a summary of claims that may have caused an overpayment. 1099 forms issued by Noridian are also available.
Same or Similar	Search by HCPCS code and date of service or search by a range of codes. NMP returns the submitted and approved HCPCS codes, initial date on file, recertification/ revised date, last day item was billed, name and phone number of the supplier, type, status, and total rentals.
Prior Authorization	Check the status of PMD and PRSS prior authorization requests status, view the reviewer notes, and add/view related documents.



myCGS Web Portal

Each day, thousands of claims and eligibility-based inquiries and other transactions are completed through myCGS. As a registered user, the portal provides instant access to very detailed information ranging from beneficiary eligibility records to specific claims processing and payment information.

myCGS Registration Guide: https://www.cgsmedicare.com/jc/mycgs/pdf/mycgs_registrationguide.pdf

myCGS User Manual: https://www.cgsmedicare.com/jb/mycgs/pdf/mycgs_user_manual.pdf



The screenshot shows the myCGS web portal interface. At the top, there is a 'Select Jurisdiction' dropdown menu with 'Jurisdiction B' and 'Jurisdiction C' options. Below this is a navigation bar with links for Home, Beneficiary Information, Claims, Claim Preparation, Finance, Reprocessing, MBI Lookup, and News & Information. The main content area is titled 'Welcome to myCGS!' and includes a 'Notices and Updates' section. The notices include a note about the Offsets function, a message about MFA requests, an introduction to the Advanced Modifier Engine (AME), a reminder to use the Alerts webpage, and information about the user ID management system. A photo of a group of people in a meeting is also visible. A 'FEEDBACK' button is located on the right side of the page.

myCGS offers a wide range of functionality and support, such as:

- Beneficiary Eligibility
- Claim Status
- Same or Similar information
- ADR Viewing and Responding
- Redetermination and Reopening Status
- ADMC and Prior Authorization Submission and Status
- MBI Lookup Tool
- Redeterminations, Reopenings, and Claim Correction Submission

The myCGS web portal mirrors includes all of the functionality contained in the IVR, PLUS more detailed features than the IVR can provide.



Educational Opportunities with Provider Outreach & Education (POE)

The main goal of POE is to reduce improper payments through education with emphasis on claims being adjudicated correctly upon initial submission. CGS and Noridian welcome you to explore and participate in our robust supplier outreach and education programs to achieve this goal.

Visit our education web pages to begin engaging with POE at in-person and virtual events.

- Noridian Jurisdiction A – <https://med.noridianmedicare.com/web/jadme/education>
- CGS Jurisdiction B – <https://www.cgsmedicare.com/jb/education/index.html>
- CGS Jurisdiction C – <https://www.cgsmedicare.com/jc/education/index.html>
- Noridian Jurisdiction D – <https://med.noridianmedicare.com/web/jddme/education>

Below is list of popular resources found on the respective education web pages.

Webinars

Webinars are conducted free of charge using internet-based meeting software. Participants are able to view web browsers and other documents on their own computers after joining the meeting.

In-Person Education

CGS and Noridian host in-person workshops, provide DMEPOS education at a variety of state and national association meetings. POE also attends, exhibits, and educates at various tradeshows.

Personalized Education Request

Opportunities are offered for suppliers to receive individualized education from Provider Outreach and Education. This education is specific to your company and will be tailored to your specific educational needs.

On Demand Education Courses

Pre-recorded online presentations that enable viewers to watch and listen to education segments at their convenience. These presentations cover a variety of topics and specialties.

Question & Answer Sessions

Do you want to ask POE a question? CGS periodically hosts Live Line Plus events. Live Line Plus events are found amongst webinar events. Noridian hosts a Monday Live Chat each week at 3:00 p.m. ET. During the question and answer sessions, POE is available for suppliers to ask questions, either verbal or written.

Ask the Contractor Teleconferences (ACTs)

If you have a question on your mind and are not sure who to ask, the Ask the Contractor Teleconferences (ACTs) are your opportunity to speak directly to your contractor. Knowledgeable DME MAC staff from a variety of functions within the CGS or Noridian organization are available to answer supplier questions during the ACT teleconferences.



Tools for Success

CGS and Noridian have a variety of tools and calculators on our websites. These tools and calculators provide information to help make sure our suppliers are successful and well informed.

Tool & Calculators Locations:

- Jurisdiction A – <https://med.noridianmedicare.com/web/jadme/education/calculators-tools>
- Jurisdiction B – <https://www.cgsmedicare.com/jb/help/tools.html>
- Jurisdiction C – <https://www.cgsmedicare.com/jc/help/tools.html>
- Jurisdiction D – <https://med.noridianmedicare.com/web/jddme/education/calculators-tools>

Below is list of popular tools found on the respective web pages.

Fee Schedule Lookup Tool

A fee schedule is a complete listing of fees used by Medicare to pay suppliers. This comprehensive listing of fee maximums is used to reimburse a supplier for items and services. The Fee Schedule Lookup Tool provides current and previous Medicare allowed amounts for DMEPOS items and a listing of past and present national drug, pharmacy supply, and dispensing fees.

Documentation Checklists and Dear Physician Letters

These are prepared documentation checklists to help suppliers ensure all applicable documentation is readily available as part of Medicare claims payment and processing activities. These checklists assists suppliers in understanding the documentation needed to allow for Medicare Coverage.

Provider Outreach and Education has teamed up with our Medical Directors to ensure proper dialogue is conveyed to physicians and prescribing practitioners regarding the needed policy requirements. Dear Physician Letters can be printed and given to physicians and prescribing practitioners with questions as to what would meet Medicare Guidelines.

Calculators

CGS and Noridian offer various calculators to assist with submitting claim appeals timely, the proper number of units to supply and bill for nutrition, inhalation medication, and much more.

Medical Review Audit Information

Looking for details on claims undergoing medical review? CGS and Noridian offers this information via the Medicare portals. You will find explanations of Medical Review denials, the status of Additional Development Requests (ADRs), and claim processing information.

Not a portal user? CGS Wizard can help. CGS Wizard contains processed claim details for all claims submitted to Jurisdictions B and C, ADR status, medical review decisions and resources. Enter a 14-digit CCN (claim control number) and CGS Wizard will give you the claim and/or medical review denial details you need.

Noridian ListServ



Delivering timely information to our Medicare community

Suppliers are encouraged to have all your staff register for the Noridian email listserv, by completing a one-time, five-minute activity. Suppliers will be emailed notifications of Medicare updates, changes, education events, and time-sensitive information every Tuesday and Friday.

Articles are categorized based on your registration:

1. Subscribed Interests:

- The articles are categorized and displayed based on your registration and categories of interest.

2. Recent Announcements Published to "Latest Updates":

- Some articles apply to all and/or most providers/suppliers and are sent to all subscribers.

3. Additional Features:

- Advertisements are included to draw attention to existing web site content that may have already been published but is still relevant.
- Links to all articles, office closures, educational events, upcoming changes and Medicare partners are provided as a convenience.
- Manage your subscription.

**Medicare Administrative Contractor (MAC)
Jurisdiction A** **noridian**
Healthcare Solutions

Medicare Jurisdiction A DME Updates

Subscribed Interests

Competitive Bidding

- **Quarterly Update for the Temporary Gap Period of the DMEPOS CBP - July 2020 CR11718**
Medicare updates the Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) Competitive Bidding Program (CBP) files on a quarterly basis to implement necessary changes to the Healthcare Common Procedure Coding System (HCPCS), ZIP code, and supplier files. [Read the complete update](#)

Policies_Coverage

- **Documentation Checklists - Updated**
Check out our website for the most recent updated documentation checklists with current guidelines. [Read the complete update](#)

CERT_Reviews

- **Medical Review Program Webinar - April 30, 2020**
This event includes: Claim Review Programs, DME MAC Medical Review Purpose, Current Medical Reviews, Appeals, Prevent Denials, Advance Determination of Medicare Coverage, Condition of Payment Prior Authorization Program [Read the complete update](#)

Education/Outreach

Sign Up Now by going to <https://med.noridianmedicare.com>. Choose the applicable jurisdiction and click on Subscribe on the bottom right corner of the page.

Keep Current

Email Updates
Receive Medicare's "Latest Updates" every Tuesday and Friday.

SUBSCRIBE

CGS ListServ

Stay updated on DME MAC news!

Sign up for the CGS DME MAC ListServ today! http://www.cgsmedicare.com/medicare_dynamic/ls/001.asp

1. Enter your name, location, email address, and company
2. Choose the contract and/or specialty information that fits your business
3. Click "Submit"



Corporate

Contact Us | Join/Update ListServ

[Medicare Home](#)
[JB DME](#)
[JC DME](#)
[J15 Part A](#)
[J15 Part B](#)
[J15 HHH](#)

Home » CGS ListServ Notification Service

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CGS ListServ Notification Service

Already have a Listserv Profile and need to Edit/Delete your account?

Enter your email address in the box below and you'll receive a link to edit your membership profile.

Register for the CGS Listserv

Basic Information

First name: *
 Last name: *
 City: *
 State: *
 Zip: *

Email: *
 Practice/Organization:
 Which Medicare contracts do you serve?

- DME MAC Jurisdiction B
- DME MAC Jurisdiction C
- HHA
- Hospice
- Part A Kentucky
- Part A Ohio
- Part B Kentucky
- Part B Ohio

Specialty Interests

This field is not required. In most cases, notifications are targeted towards a broad audience and **subscribers will always receive the most critical and timely notices targeted towards the contracts they serve.** However, occasionally email notifications are sent to a narrowed interest area.

If you would like to receive specialty updates in addition to our regular notifications, **choose from the listed options and identify your specialty interest(s).** There is no reason for concern if your specialty is not listed among the available options.

