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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

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

JC DME MAC

PO Box 955152

St. Louis, MO 63195-5152

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
PO Box 360295
Pittsburgh, PA 15251-0295

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

Reconsiderations

RiverTrust Solutions, Inc
1 Cameron Hill Circle
Ste 0011
Chattanooga, TN 37402-0011
Phone: 423.535.4386
Fax: 423.535.5239
www.rivertrustsolutions.com

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

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

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

The supplier enrollment form, CMS 855S, is available at <http://www.cms.gov/cmsforms/downloads/cms855s.pdf>.

Coding Assistance

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

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 (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 and select DME MAC Jurisdiction C. Frequently Asked Questions, forms, and other publications can be accessed from the website.

The Centers for Medicare & Medicaid Services (CMS) – www.cms.gov

CMS Manual System – www.cms.gov/manuals

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

Medicare Coverage Database – <http://www.cms.gov/MCD/overview.asp>

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

CMS Forms – <http://www.cms.gov/CMSForms/CMSForms/list.asp>

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.