

# Whom to Contact at CIGNA Government Services

## North Carolina

### Accounting

Overpayment refunds, offsets, lost checks, et cetera (other than MSP).

Telephone: 1.877.286.6801

Fax: 1.615.782.4623

#### Mail refund checks (personal provider checks):

CIGNA Government Services  
Attn: Accounting Department  
PO Box 10820, Newark, NJ 07193-0820

#### CIGNA Government Services checks that need to be returned to us:

CIGNA Government Services  
Attn: Accounting Department  
PO Box 671, Nashville, TN 37202

#### Personal provider checks for MSP overpayment refunds:

CIGNA Government Services  
Attn: MSP  
PO Box 10820, Newark, NJ 07193-0820

**Note:** Don't combine MSP refunds with other refunds.

### Appeals

First level appeals are called "redeterminations." You must request a redetermination in writing. A "redetermination" must be requested within 120 days of the original claim determination (i.e. the date on the Medicare Remittance Notice):

CIGNA Government Services  
Attn: Appeals  
PO Box 24770, Nashville, TN 37202

### CERT Documentation Contractor

Calls regarding documentation requests: 1.888.779.7477

### CGS CERT Coordinator

Calls regarding status of CERT review: 1.615.734.4191

### Correspondence

General inquiries, e.g. deductibles, assignment:

CIGNA Government Services  
Attn: Correspondence  
PO Box 671, Nashville, TN 37202

### Medicare Secondary Payer (MSP)

MSP claims, MSP overpayments, etc.

CIGNA Government Services  
Attn: MSP  
PO Box 671, Nashville, TN 37202

### Customer Service

All Beneficiary inquiries should be made to:

1.800.MEDICARE (1.800.633.4227)

The TTY/TDD toll-free number is: 1.877.486.2048

Provider Interactive Voice Response (IVR):

Telephone: 1.866.238.9651

The IVR offers providers a host of self-service options, including offset information, eligibility verification, claim status, check status, and entitlement dates. Remember, CMS requires providers to utilize the IVR for these simple inquiries.

The IVR is available 24 hours a day, 7 days a week, except for routine system maintenance.

However, the most common IVR inquiries also require the IVR to access our online system. The times below represent our online system availability, which means that all IVR options are routinely available during these times:

- Monday - Friday, 7:00 a.m. - 7:00 p.m. EST
- Saturday, 7:00 am - 4:00 pm EST

#### Provider Customer Service

Phone: 1.866.655.7996

For complex inquiries, including provider enrollment, that cannot be handled via the IVR, and require the assistance of a Customer Service Representative, providers will need to call the toll-free number.

Customer Service is open:

Monday through Friday, 8:30 am - 4:30 pm CST

The TTY/TDD toll-free number is: 1.866.879.2705

#### Information Needed:

- PTAN and NPI numbers
- Last 5 digits of the the Tax Identification Number
- Health Insurance Claim Number (HICN)
- Patient name and date of birth
- Procedure Code/place of service
- Date of service

### EMC/EDI Help Desk

Application for EDI features, changes to EDI provider records, questions about EDI transmissions, claim submissions, approved vendors, etc. Providers can also obtain information regarding EDI formats, ANSI requirements, testing, technical issues, etc.

CIGNA Government Services  
Attn: EDI Support Services  
PO Box 690, Nashville, TN 37202

Telephone: 1.866.352.1608

Fax: 1.615.782.4653

**Note:** Stratus ID and password resets are now handled through the CSC Help Desk at 1.800.810.3388

### Freedom of Information (FOI)

Request information not readily available to the public. Required in writing, giving your mailing address, phone number, and a legal signature:

CIGNA Government Services  
Attn: FOI  
PO Box 671, Nashville, TN 37202

### GHI - MSP Coordination of Benefits (COB) Contractor:

Telephone: 1.800.999.1118

Contact the COB Contractor to:

- Report employment changes, or any other insurance coverage information.
- Report a liability, auto/no-fault, or workers compensation case.
- Ask general Medicare Secondary Payer (MSP) questions/ concerns.

Ask questions regarding Medicare Secondary Development (MSP) letters and questionnaires.

### Reopenings

"Reopenings" or "claim adjustments" is a process used to correct minor errors or omissions on a previously processed claim without utilizing the formal appeals process. A reopening must be requested within one year from the date of the initial determination.

<http://www.cignagovernmentservices.com/articles/Feb06/Cope3726.html>

Telephone Reopening (Adjustment) Request:

1.866.352.6695

Fax: 1.615.782.4627

Written Reopening (Adjustment) Request:

CIGNA Government Services  
Attn: Written Adjustments  
PO Box 671, Nashville, TN 37202

### Seniors' Health Insurance Information Program (SHIIP)

The SHIIP answers questions and counsels Medicare beneficiaries and caregivers about Medicare and other insurance concerns.

Telephone: 1.800.443.9354

Should you wish to offer comment to CMS concerning CGS' performance, please write to:  
Centers for Medicare & Medicaid Services (CMS)  
Provider Outreach and Education Coordinator  
2201 Sixth Avenue, RX-46, Seattle, WA 98121

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CIGNA Government Services

<http://www.cignagovernmentservices.com>

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