

## REFERENCE J: WEBSITES AND PHONE NUMBERS

*Please note that all information listed below was accurate per the Centers for Medicare & Medicaid Services (CMS) website at the time of printing; however, this information is subject to change.*

<b>Web Page References</b>	
<b>Foreword</b>	
CMS Web Page	<a href="http://www.cms.hhs.gov">http://www.cms.hhs.gov</a>
<b>Part 1 - Introduction to Medicare</b>	
Medicare Learning Page	<a href="http://www.cms.hhs.gov/medlearn">http://www.cms.hhs.gov/medlearn</a>
Updated 2003 Medicare Legislation	<a href="http://www.cms.hhs.gov/MedicareReform">http://www.cms.hhs.gov/MedicareReform</a>
Medicare Publications and Latest Drug Card Information	<a href="http://www.medicare.gov">http://www.medicare.gov</a>
Medicare Modernization Act (MMA) Information	<a href="http://www.medicare.gov/MedicareReform">http://www.medicare.gov/MedicareReform</a>
CMS Regional Office (RO) Information	<a href="http://www.cms.hhs.gov/about/regions/professionals.asp">http://www.cms.hhs.gov/about/regions/professionals.asp</a>
Directory of Fiscal Intermediaries (FIs) and Carriers	<a href="http://www.cms.hhs.gov/contacts/incardir.asp">http://www.cms.hhs.gov/contacts/incardir.asp</a> The contacts database is the primary source for all contact information on the CMS website. It is verified quarterly and updated on a monthly basis.
Medicare Personal Plan Finder Tool	<a href="http://www.medicare.gov/Help/mppf.asp">http://www.medicare.gov/Help/mppf.asp</a>
<b>Part 2 - Becoming a Medicare Provider</b>	
List of Current Contractors	<a href="http://www.cms.hhs.gov/Providers/enrollment/contacts/">http://www.cms.hhs.gov/Providers/enrollment/contacts/</a>
CMS Provider Enrollment Forms and Guidance for Completing These Forms	<a href="http://www.cms.hhs.gov/Providers/enrollment/forms/">http://www.cms.hhs.gov/Providers/enrollment/forms/</a>
<i>Medicare Resident &amp; New Physician Training Guide</i>	<a href="http://www.cms.hhs.gov/physicians/">http://www.cms.hhs.gov/physicians/</a>
List of Current Carriers	<a href="http://www.cms.hhs.gov/Providers/enrollment/contacts/">http://www.cms.hhs.gov/Providers/enrollment/contacts/</a>
<b>Part 3 - Submitting Medicare Claims</b>	
Carrier and Durable Medical Equipment Regional Carrier (DMERC) Electronic Data Interchange (EDI) Help Lines	<a href="http://www.cms.hhs.gov/providers/edi/bnum.asp">http://www.cms.hhs.gov/providers/edi/bnum.asp</a>
Information Regarding the CMS Standard EDI Enrollment Form	<a href="http://www.cms.hhs.gov/providers/edi/edi5.asp">http://www.cms.hhs.gov/providers/edi/edi5.asp</a>
The CMS Standard EDI Enrollment Form in Portable Data Format (PDF)	<a href="http://www.cms.hhs.gov/providers/edi/ediagree.pdf">http://www.cms.hhs.gov/providers/edi/ediagree.pdf</a>
National Correct Coding Initiative (NCCI) Information	<a href="http://www.cms.hhs.gov/physicians/cciedits/">http://www.cms.hhs.gov/physicians/cciedits/</a>

<b>Web Page References (Con't)</b>	
<b>Part 3 - Submitting Medicare Claims (Con't)</b>	
Provider Claim Forms	<a href="http://www.cms.hhs.gov/Providers/edi/edi5.asp">http://www.cms.hhs.gov/Providers/edi/edi5.asp</a>
The Government Printing Office (GPO)	<a href="http://bookstore.gpo.gov">http://bookstore.gpo.gov</a>
Claim Adjustment Reason Codes and Remittance Advice (RA) Remark Codes	<a href="http://www.wpc-edi.com/codes/Codes.asp">http://www.wpc-edi.com/codes/Codes.asp</a>
End-Stage Renal Disease (ESRD) Entitlement Information	<a href="http://www.medicare.gov/Publications/Pubs/pdf/10128.pdf">http://www.medicare.gov/Publications/Pubs/pdf/10128.pdf</a>
<i>Medicare Benefit Policy Manual</i> , Chapter 16, §50.1	<a href="http://www.cms.hhs.gov/manuals/102_policy/bp102c16.pdf">http://www.cms.hhs.gov/manuals/102_policy/bp102c16.pdf</a>
<i>Medicare Secondary Payer (MSP) Provider Billing Requirements Manual</i>	<a href="http://www.cms.hhs.gov/manuals/105_msp/msp105index.asp">http://www.cms.hhs.gov/manuals/105_msp/msp105index.asp</a>
Frequently Asked Questions (FAQs) for Coordination of Benefits (COB) or MSP	<a href="http://www.cms.hhs.gov">http://www.cms.hhs.gov</a> Look at the top of the page in the center, and click on "FAQs". This will bring you to a search engine where you can ask specific questions by category or specific subject.
Beneficiaries Notification Initiative and Current Advance Beneficiary Notification (ABN) Forms	<a href="http://www.cms.hhs.gov/medicare/bni">http://www.cms.hhs.gov/medicare/bni</a>
Instructions for Completing ABN Forms	<a href="http://www.cms.hhs.gov/manuals/104_claims/clm104c30.pdf">http://www.cms.hhs.gov/manuals/104_claims/clm104c30.pdf</a> Instructions are included within Chapter 30 of the <i>Medicare Claims Processing Manual</i> .
Healthcare Common Procedure Coding System (HCPCS) Codes	<a href="http://www.cms.hhs.gov/medicare/hcpcs/default.asp">http://www.cms.hhs.gov/medicare/hcpcs/default.asp</a>
<i>National Correct Coding Initiative (NCCI) Edits &amp; Policy Manual</i> (Updated Quarterly)	<a href="http://www.cms.hhs.gov/physicians/cciedits/">http://www.cms.hhs.gov/physicians/cciedits/</a>
Medicare Secondary Payer (MSP) Patient and Staff Education	<a href="http://www.medicare.gov/Publications/Home.asp">http://www.medicare.gov/Publications/Home.asp</a>
<b>Part 4 - Protecting Medicare from Fraud and Abuse</b>	
Current National Coverage Determinations (NCDs)	<a href="http://www.cms.hhs.gov/ncd/ncdindexlist.asp">http://www.cms.hhs.gov/ncd/ncdindexlist.asp</a>
Required Local Medical Review Policy (LMRP) Format for All New LMRPs	<a href="http://www.cms.hhs.gov/manuals/108_pim/pim83exhibits.pdf">http://www.cms.hhs.gov/manuals/108_pim/pim83exhibits.pdf</a> LMRP format is located in Exhibit 6.
Medicare Coverage Database Containing Draft and Final LMRPs	<a href="http://www.cms.hhs.gov/mcd">http://www.cms.hhs.gov/mcd</a>
<i>Medical Program Integrity Manual</i>	<a href="http://www.cms.hhs.gov/manuals/108_pim/pim83toc.asp">http://www.cms.hhs.gov/manuals/108_pim/pim83toc.asp</a>
Incentive Reward Program (IRP) Information	<a href="http://www.cms.hhs.gov/manuals/108_pim/pim83c02.pdf">http://www.cms.hhs.gov/manuals/108_pim/pim83c02.pdf</a> Please refer to Section 3.6 on this website for more information.
Provider Enrollment Forms	<a href="http://www.cms.hhs.gov/providers/enrollment/forms/">http://www.cms.hhs.gov/providers/enrollment/forms/</a>

<b>Web Page References (Con't)</b>	
<b>Part 4 - Protecting Medicare from Fraud and Abuse (Con't)</b>	
Department of Health and Human Services (DHHS) Office of Inspector General (OIG) Exclusions Program	<a href="http://www.oig.hhs.gov/fraud/exclusions.html">http://www.oig.hhs.gov/fraud/exclusions.html</a>
The OIG Sanctioned List of Excluded Individuals/Entities (LEIE)	Go to <a href="http://www.oig.hhs.gov/">http://www.oig.hhs.gov/</a> on the Web. Once at this address, click on "Exclusions Database".
List of Latest Claims Adjustment Reason and Remark Codes	<a href="http://www.wpc-edi.com/codes/Codes.asp">http://www.wpc-edi.com/codes/Codes.asp</a>
General Services Administration (GSA) Disbarred/Excluded/Suspended Parties List	<a href="http://www.epls.gov">http://www.epls.gov</a>
<b>Part 5 - Troubleshooting Denials and Claim Rejections</b>	
Form CMS-1500 Crosswalk Between Electronic and Paper Claim Forms	<a href="http://www.cms.hhs.gov/manuals/104_claims/">http://www.cms.hhs.gov/manuals/104_claims/</a>
Social Security Act Coverage Policy Denials	<a href="http://www.ssa.gov/OP_Home/ssact/title18/1862.htm">http://www.ssa.gov/OP_Home/ssact/title18/1862.htm</a>
Coordination of Benefits (COB) Contractor Information	<a href="http://www.cms.hhs.gov/medicare/cob/msp/msp_home.asp">http://www.cms.hhs.gov/medicare/cob/msp/msp_home.asp</a>
Medicare Coverage Database Containing Local Medical Review Policies (LMRPs) and Local Coverage Determinations (LCDs) Database	<a href="http://www.cms.hhs.gov/mcd">http://www.cms.hhs.gov/mcd</a>
Claim Denial Appeals Process Information	<a href="http://www.cms.hhs.gov/manuals/104_claims/clm104c29.pdf">http://www.cms.hhs.gov/manuals/104_claims/clm104c29.pdf</a>
CMS-1964 Request for Review Form	<a href="http://www.cms.gov/forms/cms1964.pdf">http://www.cms.gov/forms/cms1964.pdf</a>
Procedures for Challenging a National Coverage Determination (NCD)	<a href="http://www.cms.hhs.gov/coverage">http://www.cms.hhs.gov/coverage</a>
<b>Part 6 - Introduction to HIPAA</b>	
Covered Entity Decision Tools	<a href="http://www.cms.hhs.gov/hipaa/hipaa2/support/tools/decisionsupport/default.asp">http://www.cms.hhs.gov/hipaa/hipaa2/support/tools/decisionsupport/default.asp</a>
Office for Civil Rights Health Insurance Portability and Accountability Act (HIPAA) and Covered Entity Information	<a href="http://www.hhs.gov/ocr/hipaa/">http://www.hhs.gov/ocr/hipaa/</a>
HIPAA Administrative Simplification - Transaction Regulations and Standards, Final Rules, Code Sets, and Identifier Information	<a href="http://www.cms.hhs.gov/hipaa/hipaa2/regulations/">http://www.cms.hhs.gov/hipaa/hipaa2/regulations/</a>
Guidance for Creating Electronic Claims	<a href="http://www.wpc-edi.com/hipaa/HIPAA_40.asp">http://www.wpc-edi.com/hipaa/HIPAA_40.asp</a>
Evaluation and Management Service (E/M) Codes	<a href="http://www.cms.hhs.gov/medlearn">http://www.cms.hhs.gov/medlearn</a> The E/M codes are located within Chapter 6 of the <i>Medicare Resident and New Physician Training Manual</i> .

<b>Web Page References (Con't)</b>	
<b>Part 6 - Introduction to HIPAA (Con't)</b>	
Documentation Guidelines (DGs) for Using E/M Codes	<a href="http://www.cms.hhs.gov/medlearn/emdoc.asp">http://www.cms.hhs.gov/medlearn/emdoc.asp</a>
Designated Standards Maintenance Organization (DSMO) Information	<a href="http://www.hipaa-dsmo.org/">http://www.hipaa-dsmo.org/</a>
Provider Readiness Checklists and Standards	<a href="http://www.cms.hhs.gov/hipaa/hipaa2/default.asp">http://www.cms.hhs.gov/hipaa/hipaa2/default.asp</a>
Exceptions to Medicare Electronic Billing Requirements	<a href="http://www.cms.hhs.gov/hipaa/hipaa2/guidance-final.pdf">http://www.cms.hhs.gov/hipaa/hipaa2/guidance-final.pdf</a>
Latest Regulations Regarding Limited Acceptance of Paper Claims	<a href="http://www.cms.hhs.gov/hipaa/hipaa2/general/deadlines.asp">http://www.cms.hhs.gov/hipaa/hipaa2/general/deadlines.asp</a>
Contingency Planning Guidelines	<a href="http://www.cms.hhs.gov/hipaa/hipaa2/general/default.asp#contingency_guide">http://www.cms.hhs.gov/hipaa/hipaa2/general/default.asp#contingency_guide</a>
HIPAA Security Information, Final Rule for Security Standards	<a href="http://www.cms.hhs.gov/hipaa/hipaa2/regulations/security/default.asp">http://www.cms.hhs.gov/hipaa/hipaa2/regulations/security/default.asp</a>
Unique Identifier Information	<a href="http://www.cms.hhs.gov/hipaa/hipaa2/regulations/identifiers/">http://www.cms.hhs.gov/hipaa/hipaa2/regulations/identifiers/</a>
HIPAA Privacy Information and Final Rule for Privacy Standards	<a href="http://www.cms.hhs.gov/hipaa/hipaa2/regulations/privacy/default.asp#finalrule">http://www.cms.hhs.gov/hipaa/hipaa2/regulations/privacy/default.asp#finalrule</a>
HIPAA Privacy Rule Implementation for the Original Medicare Program (Fee-for-Service Medicare)	<a href="http://www.cms.hhs.gov/hipaa/hipaa2/regulations/privacy/default.asp">http://www.cms.hhs.gov/hipaa/hipaa2/regulations/privacy/default.asp</a>
<b>Reference A - Provider Speciality Codes</b>	
List of Provider Specialty Codes	<a href="http://www.cms.hhs.gov/providers/enrollment">http://www.cms.hhs.gov/providers/enrollment</a>
<b>Reference B - Form CMS-1500</b>	
Portable Document Format (PDF) Version of Form CMS-1500	<a href="http://www.cms.hhs.gov/providers/edi/edi5.asp">http://www.cms.hhs.gov/providers/edi/edi5.asp</a>
Fiscal Year (FY) 2004 Updated ICD-9-CM Codes	<a href="http://www.cms.hhs.gov/paymentsystems/icd9/default.asp">http://www.cms.hhs.gov/paymentsystems/icd9/default.asp</a>
<b>Reference F - Healthcare Claim Adjustment Reason Codes</b>	
List of Healthcare Claim Adjustment Reason Codes	<a href="http://www.wpc-edi.com/Codes/Codes.asp">http://www.wpc-edi.com/Codes/Codes.asp</a>
<b>Reference G - Remittance Advice Remark Codes</b>	
List of RA Remark Codes	<a href="http://www.wpc-edi.com/Codes/Codes.asp">http://www.wpc-edi.com/Codes/Codes.asp</a>
Identifying Participation Medicare Contractors	<a href="http://www.cms.hhs.gov">http://www.cms.hhs.gov</a>
LMRP Policy Guide	<a href="http://www.cms.hhs.gov/mcd">http://www.cms.hhs.gov/mcd</a>

## Address and Phone Number References

Where to Find Telephone Contact Information on the CMS Website:

Contact information for entities such as fiscal intermediaries (FIs), Regional Home Health Intermediaries (RHHIs), and Durable Medical Equipment Regional Carriers (DMERCs) is available at <http://www.cms.hhs.gov/contacts> on the Web.

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### **Part 1 - Introduction to Medicare**

Subject	Office/Company and Address	Phone Number
Medicare Beneficiary, State Health Insurance Assistance Program (SHIP), and Prescription Drug Card Resources	N/A	1-800-MEDICARE (1-800-633-4227) TTY/TDD: 1-877-486-2048

### **Part 3 - Submitting Medicare Claims**

Subject	Office/Company and Address	Phone Number
RHHI Addresses and Phone Numbers	Anthem Health Plans of Maine, Inc. 2 Gannett Dr. South Portland, ME 04146-6911	207-822-7000
	Blue Cross and Blue Shield of Alabama P.O. Box 830139 Birmingham, AL 35283-0139	205-988-2100
	Blue Cross and Blue Shield of South Carolina I-20 at Alpine Rd. Columbia, SC 29219	803-788-3860
	United Government Services 401 West Michigan St. Milwaukee, WI 53203-2804	414-226-6203
DMERC Addresses and Phone Numbers	MetraHealth (HealthNow) P.O. Box 6800 Wilkes-Barre, PA 18773-6800	866-419-9458
	AdminaStar Federal, Inc. P.O. Box 7078 Indianapolis, IN 46207-7078	877-299-7900
	Palmetto Government Benefits Administrators Medicare DMERC Operations P.O. Box 100141 Columbia, SC 29202-3141	866-238-9650
	CIGNA Medicare Region D DMERC P.O. Box 690 Nashville, TN 37202	877-320-0390

<b>Address and Phone Number References</b>		
<b>Part 3 - Submitting Medicare Claims (Con't)</b>		
<b>Subject</b>	<b>Office/Company and Address</b>	<b>Phone Number</b>
Medicare Coordination of Benefits (COB) Contractor	N/A	800-999-1118
<b>Part 4 - Protecting Medicare from Fraud and Abuse</b>		
<b>Subject</b>	<b>Office/Company and Address</b>	<b>Phone Number</b>
DHHS/OIG Hot Line	N/A	1-800-HHS-TIPS
<b>Part 5 - Troubleshooting Denials and Claim Rejections</b>		
<b>Subject</b>	<b>Office/Company and Address</b>	<b>Phone Number</b>
DHHS/OIG Hot Line	N/A	1-800-HHS-TIPS
Medicare Beneficiary Help Line	N/A	1-800-MEDICARE (1-800-633-4227)  TTY/TDD: 1-877-486-2048
<b>Part 6 - Introduction to HIPAA</b>		
<b>Subject</b>	<b>Office/Company and Address</b>	<b>Phone Number</b>
Health Insurance Portability and Accountability Act (HIPAA) Hot Line	N/A	1-866-282-0659
<b>Reference B - Form CMS-1500</b>		
<b>Subject</b>	<b>Office/Company and Address</b>	<b>Phone Number</b>
Government Printing Office (GPO) for Publication Order Inquiries	Superintendent of Documents P.O. Box 371954 Pittsburgh, PA 15250-7954	1-866-512-1800