Telephone Inquiry Quick Reference

For Jurisdiction L (JL) - Pennsylvania, New Jersey, Maryland, Delaware and the District of Columbia Providers, call our toll-free number: 1-877-235-8073.

Once you have selected Part B for your Line of Business (first prompt) and entered your State (second prompt) follow the charts below for your area of interest.

References

* [IVR Alphanumeric Conversion Tool](https://www.novitas-solutions.com/webcenter/portal/MedicareJL/IVRAlphaNumericConvTool)
* [IVR Name To Number Conversion Tool](/webcenter/portal/MedicareJL/IVRNameToNumberConvTool)
* [IVR Quick Tips](ddocname:00004402)
* [IVR User Guide](ddocname:00004415)

General Information

| What information are you looking for? | The pieces of information you will need | What to select at the next prompt | What to press at the next prompt | What to press at the next prompt | Automated Information you will receive |
| --- | --- | --- | --- | --- | --- |
| Status of my claim | * Provider NPI * Provider PTAN * Provider TIN * Medicare Beneficiary ID Number * Beneficiary Name * Date of Service | Press 1  Or Say Claims  Note: Once you are in the IVR and choose to go back to the main menu, claims is Option 2. | Press 1  Or Say claim status | NA | Claim Level   * Status – pending, processed, denied, rejected * Receipt date * Amount billed, allowed, paid and applied to deductible * Paid date * Check number * Development date   Line level   * Claim control number (CCN) * Internal Control number (ICN) * Number of line items * Procedure Code and modifier * Diagnosis code * Amount billed, allowed, and paid (when applicable) * Policy number * Crossover confirmation * Reason for denial or rejection |
| Beneficiary eligibility | * Provider NPI * Provider PTAN * Provider TIN * Medicare beneficiary ID number * Beneficiary name * Beneficiary date of birth | Press 2  Or Say Eligibility  Please note: Once you are in the IVR and choose to go back to the main menu, eligibility is Option 1. | Press 1  Or Say Eligibility | NA | * When a Health Insurance Claim number is provided, the IVR will advise caller if an MBI has been mailed to the beneficiary * Enrolled in MDPP – If the beneficiary is eligible to receive MDPP services from an MDPP supplier * Medicare Part A and B effective dates * Qualified Medicare beneficiary (QMB) * Date of death * Part B deductible * PT/OT amounts * Medicare primary or secondary status (based on the date provided) - Reason Medicare is secondary, name of insurer, effective and termination dates * Medicare Advantage Information - Name and contractor ID; type of plan; address and telephone number; effective and termination dates * Home health information – name and address of the home health provider * Hospice information – name and address of the hospice provider |
| Beneficiary deductible amounts | * Provider NPI * Provider PTAN * Provider TIN * Medicare beneficiary ID number * Beneficiary name * Beneficiary * Date of birth | Press 2  Or Say Eligibility  Please note: Once you are in the IVR and choose to go back to the main menu, eligibility is Option 1. | Press 2  Or Say deductible | NA | * When a Health Insurance Claim number is provided, the IVR will advise caller if an MBI has been mailed to the beneficiary * Enrolled in MDPP – If the beneficiary is eligible to receive MDPP services from an MDPP supplier * Medicare Part A and B effective dates * Qualified Medicare Beneficiary (QMB) * Date of death * Part B deductible |
| Beneficiary preventive service dates | * Provider NPI * Provider PTAN * Provider TIN * Medicare beneficiary ID number * Beneficiary name * Beneficiary date of birth * Preventive service procedure code | Press 2  Or say eligibility  Please note: Once you are in the IVR and choose to go back to the main menu, eligibility is Option 1. | Press 3 Or Say preventive services | NA | * The patient’s next eligible technical date. * The patient’s next eligible professional date. |
| Patient account number information | * Provider NPI * Provider PTAN * Provider TIN * Financial control number (FCN) | Press 5  Or say other | Press 3 Or say patient account | NA | * Patient account number * The date of service |
| Status of my Check | * Provider NPI * Provider PTAN * Provider TIN   And one of these   * Check number * Date of check * Check status | Press 5  Or say other | Press 4 Or say financial information | Press 1 Or say checks | * Check number * Check issue date * Check amount * Cash date * Check status if not cashed |
| Provider summary information | Provider NPI   * Provider PTAN * Provider TIN | Press 5  Or say other | Press 4 Or say financial information | Press 2 Or say provider summary | * Number of pending claims * Number of approved to process claims * Number of finalized claims * Month to date earnings * Year to date earnings * Current approved to pay amount |
| Order a duplicate remittance | * Provider NPI * Provider PTAN * Provider TIN * Check number (the check number can be obtained in the status of my check option and ordered through that option) | Press 5 Or say other | Press 4 Or say financial information | Press 3 Or say duplicate remittance | * Duplicate remittance received in the mail |
| Fee schedule pricing | * Provider NPI * Provider PTAN * Provider TIN * Procedure code * Modifier * Provider * Locality | Press 5 Or say other | Press 5 Or say pricing | NA | * Maximum allowable amount |

Automated claims corrections

| What information are you looking for? | The pieces of information you will need | What to select at the next prompt | What to press at the next prompt | What to press at the next prompt | Automated Information you will receive |
| --- | --- | --- | --- | --- | --- |
| Correct a previously processed claim | * Provider NPI * Provider PTAN * Provider TIN * Internal control number (ICN) * Date of service * Procedure code | Press 1 Or say claims | Press 2 Or say claim correction |  | * If claim is correctable the IVR will confirm and replay the claim correction details * If the claim is not correctable, the reason will be provided |

EDI related questions

| What information are you looking for? | What to select at the next prompt | What to press at the next prompt |
| --- | --- | --- |
| Resetting EDI reports | Press 3 Or say electronic billing | Press 1 Or say reports |
| Assistance with interpreting and reading EDI file content | Press 3 Or say electronic billing | Press 2 Or Say file content |
| Resetting EDI passwords – (SmartXfr, SFTP password resets) | Press 3 Or say electronic billing | Press 3 Or say passwords |
| EDI Connectivity Issues | Press 3 Or say electronic billing | Press 4 Or say connectivity |
| EDI Software Questions | Press 3 Or say electronic billing | Press 5 Or say software |
| Other EDI Questions | Press 3 Or say electronic billing | Press 6 Or say other |

Provider enrollment related questions

| What information are you looking for? | The pieces of information you will need | What to select at the next prompt | What to press at the next prompt | What to press at the next prompt | Automated Information you will receive |
| --- | --- | --- | --- | --- | --- |
| Status of my 855 or 588 enrollment form | Document control number (DCN) associated with the application | Press 4 Or say enrollment | Press 1 Or say forms | Say “Yes” | * Type of application (855 or 588) * Receipt date * Present status of the application * Additional information regarding the status |
| Completion and interpretation of enrollment forms |  | Press 4 Or say enrollment | Press 1 Or say forms |  |  |
| Revalidation questions |  | Press 4 Or say enrollment | Press 2 Or say revalidation |  |  |
| Other Enrollment Questions |  | Press 4 Or say enrollment | Press 3 Or say other |  |  |