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
* IVR User Guide

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 pressat the next prompt | Automated Informationyou will receive |
| --- | --- | --- | --- | --- | --- |
| Status of my claim | * Provider NPI
* Provider PTAN
* Provider TIN
* Medicare Beneficiary ID Number
* Beneficiary Name
* Date of Service
 | Press 1 OrSay ClaimsNote: Once you are in the IVR and choose to go back to the main menu, claims is Option 2. | Press 1 OrSay 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 OrSay EligibilityPlease note: Once you are in the IVR and choose to go back to the main menu, eligibility is Option 1. | Press 1 OrSay 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 OrSay EligibilityPlease note: Once you are in the IVR and choose to go back to the main menu, eligibility is Option 1. | Press 2 OrSay 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 Orsay eligibilityPlease note: Once you are in the IVR and choose to go back to the main menu, eligibility is Option 1. | Press 3OrSay 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 Orsay other | Press 3Orsay 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 Orsay other | Press 4Orsay financial information | Press 1Orsay 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 Orsay other | Press 4Orsay financial information | Press 2Orsay 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 5Orsay other | Press 4Orsay financial information | Press 3Orsay duplicate remittance | * Duplicate remittance received in the mail
 |
| Fee schedule pricing | * Provider NPI
* Provider PTAN
* Provider TIN
* Procedure code
* Modifier
* Provider
* Locality
 | Press 5Orsay other | Press 5Orsay pricing | NA | * Maximum allowable amount
 |

Automated claims corrections

| What information areyou looking for? | The pieces of informationyou will need | What to selectat the next prompt | What to pressat the next prompt | What to pressat the next prompt | Automated Informationyou will receive |
| --- | --- | --- | --- | --- | --- |
| Correct a previously processed claim | * Provider NPI
* Provider PTAN
* Provider TIN
* Internal control number (ICN)
* Date of service
* Procedure code
 | Press 1Orsay claims | Press 2Orsay 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 areyou looking for? | What to selectat the next prompt | What to pressat the next prompt |
| --- | --- | --- |
| Resetting EDI reports | Press 3Orsay electronic billing | Press 1Orsay reports |
| Assistance with interpreting and reading EDI file content | Press 3Orsay electronic billing | Press 2OrSay file content |
| Resetting EDI passwords –(SmartXfr, SFTP password resets) | Press 3Orsay electronic billing | Press 3Orsay passwords |
| EDI Connectivity Issues | Press 3Orsay electronic billing | Press 4Orsay connectivity |
| EDI Software Questions | Press 3Orsay electronic billing | Press 5Orsay software |
| Other EDI Questions | Press 3Orsay electronic billing | Press 6Orsay other |

Provider enrollment related questions

| What information areyou looking for? | The pieces of informationyou will need | What to select atthe next prompt | What to pressat the next prompt | What to pressat the next prompt | Automated Informationyou will receive |
| --- | --- | --- | --- | --- | --- |
| Status of my 855 or 588 enrollment form | Document control number (DCN) associated with the application   | Press 4Orsay enrollment | Press 1Orsay 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 4Orsay enrollment | Press 1Orsay forms |   |   |
| Revalidation questions |   | Press 4Orsay enrollment | Press 2Orsay revalidation |   |   |
| Other Enrollment Questions |   | Press 4Orsay enrollment | Press 3Orsay other |   |   |