

North Carolina Part B Decision Tree

Helping North Carolina Providers Resolve Medicare Claims Issues

ISSUE	SPECIFICS	OPTIONS	ADDITIONAL STEPS
1 Claim returned or rejected as unprocessable (CO-16 denial)	1 No appeal rights afforded	1 Submit a new claim with all necessary information	1 CIGNA Government Services will process new claim as submitted
2 Denial with appeal rights (listed on MRN).	2 Minor errors or omissions requiring simple correction	2 Call CIGNA Government Services telephone reopening line at: 1.866.352.6695	2 CIGNA Government Services will make necessary claim corrections. Reopenings may be processed up to one year after the initial claim processing.
3 Denial with appeal rights (listed on MRN)	3 Major errors and appeal requested	3 Complete Redetermination Request Form located at: http://www.cigna.governmentservices.com/partb/forms/index.html	3 Attach supporting documentation and submit to: CIGNA Government Services PO Box 24770, Nashville, TN 37202
4 Provider error	4 Services underpaid or denied	4 Complete written adjustment request form, located at: http://www.cignagovernmentservices.com/partb/forms/index.html	4 Attach supporting documentation and submit to: CIGNA Government Services PO Box 671, Nashville, TN 37202
5 Carrier error	5 Services underpaid or denied	5 Call CIGNA Government Services Customer Service line at: 1.866.655.7996	5 CIGNA Government Services will make necessary claim corrections
6 Overpaid for services	6 Provider initiated voluntary refund	6 Submit overpayment refund form, located at: http://www.cignagovernmentservices.com/partb/forms/index.html	6 Attach check for amount overpaid with supporting documentation and submit to: CIGNA Government Services PO Box 954436 St Louis, MO 63195-4436
7 Overpaid for services	7 CIGNA Government Services initiated Refund Request	7 Fax request for immediate offset on provider letterhead and copy of demand letter to: 1.615.782.4623	7
8 Overpaid for services	8 CIGNA Government Services initiated Refund Request	8 Send check for requested amount and copy of demand letter to: CIGNA Government Services P.O. Box 10820 Newark, NJ 07193-0820	8
9 Overpaid for services	9 CIGNA Government Services initiated Refund Request	9 Request an appeal in writing	9 Complete Redetermination Request Form 20027, attach supporting documentation and submit to: CIGNA Government Services PO Box 24770, Nashville, TN 37202

