

PART B QUICK REFERENCE

Welcome to the Medicare program! As the Part B Carrier for your state, CIGNA Government Services offers a number of resources to assist you. Below are some of the most commonly used resources.



CIGNA Government Services



Customer Service:

Idaho

IVR: 1.866.502.9051 CSR: 1.866.824.8593

North Carolina

IVR: 1.866.238.9651 CSR: 1.866.655.7996

Please note that the IVR must be used for simply inquiries, such as claim status and Beneficiary eligibility. The IVR contains a wide variety of self-service information and we encourage you to become familiar, as it is available outside of the call center's normal operating hours. An IVR-usage manual can be found at: <http://www.cignagovernmentsservices.com/partb/claims/ivr.html>

EDI Help Desk:

Idaho: 1.866.520.4022

North Carolina: 1.866.352.1608

EDI information can be accessed online at:

<http://www.cignagovernmentsservices.com/partb/claims/index.html#EDI>

Other Contacts:

Contacts for other departments within CIGNA Government Services can be found on the contacts page of our Web site at: <http://www.cignagovernmentsservices.com/partb/help/contact/contactinfo.html>

ListServ:

The CIGNA Government Services E-Mail Express Notification System, or ListServ, is the easiest way to keep up with changes and news about the Medicare program. Through this free program, you will receive e-mail notification of the latest news and updates. Sign up at the link below.

http://www.cignagovernmentsservices.com/medicare_dynamic/mailer/reminder.asp

Ask the Contractor Teleconference:

CIGNA Government Services hosts a quarterly Ask the Contractor Teleconference for Part B Providers. These conference calls are hosted by the Provider Outreach and Education department, and there are subject matter experts on hand from departments throughout CIGNA Government Services. The Ask the Contractor Teleconference page on the CIGNA Government Services Web site provides date, time, and contact information for upcoming teleconferences. This page can be accessed at the following link. <http://www.cignagovernmentsservices.com/partb/education/act.html>

Online Help Center:

The Online Help Center is an excellent way to get help with complex issues that may require research. Online Help Center inquiries will receive a written response within 45 business days. Access the Online Help Center at the link below.

http://www.cignagovernmentsservices.com/medicare_dynamic/customer_service/index.html

Forms Page:

The Forms Page provides easy, one stop shopping for the most commonly used Medicare forms. Access the forms page at the link below.

<http://www.cignagovernmentsservices.com/partb/forms>

Provider Outreach and Education:

The Provider Outreach and Education department provides group education through workshops, partner meetings, teleconferences, and web based training. We also have an Online Education Center that provides self-paced learning. More information is available at:

<http://www.cignagovernmentsservices.com/partb/education/index.html>

Calendar of Events:

The Calendar of Events provides information on upcoming educational opportunities provided by the Provider Outreach and Education department. The calendar will provide dates, times, locations, and topics for training. It will also indicate whether the training is in-person or web/teleconference based. Links will be provided to register for upcoming training. The Calendar of Events can be found by selecting your state at:

<http://www.cignagovernmentsservices.com/partb/education/index.html>

Online Education Center:

The Online Education Center provides self-paced, interactive learning opportunities for both new and experienced provider staff. These courses are an excellent way to strengthen your Medicare background, and **may** qualify for CEUs. The Online Education Center may be accessed at the following link.

<http://www.cignagovernmentsservices.com/partb/education/online.html>

CMS Web site:

The CMS Web site contains a lot of useful information, such as coverage determinations, billing guidelines, manuals and transmittals, and educational information.

<http://www.cms.hhs.gov>