

### DME MAC Jurisdiction A

## NSC Customer Service Line Experiencing High Call Volume ([GEN](#))

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The NSC customer service line is experiencing a heavier than normal call volume due to the approaching accreditation and surety bond requirement deadlines. Due to the influx of calls, many suppliers may receive a busy signal when dialing in. Callers are reminded to allow at least two weeks for any documents, including surety bond and accreditation information, to show as being received in the NSC system.

Accreditation information is provided to the NSC by the accrediting organizations. If the Accreditation Organization has the correct information, the NSC system will be updated accordingly. The NSC will send a letter to the supplier once the information has been processed.

Callers seeking information on the accreditation and surety bond requirements are encouraged to access the [NSC Self Service Tools and Top Links](#) to review the FAQs and the Accreditation and Surety Bond Exemption Chart, which provide answers to many of the frequent questions received by the NSC and the DME MAC Call Centers causing the high call volumes.

Thank you for your patience during this time. It is appreciated.