

Chapter 1: Contact Information

Jurisdiction A DME MAC

Addresses

Office Address:

NHIC, Corp.
Jurisdiction A DME MAC
75 Sgt. William B. Terry Drive
Hingham, MA 02043

DME MAC A Web site:

<http://www.medicarenhic.com/dme/>

Mailing Address:

P.O. Box 9145, Hingham, MA 02043-9145	Drug Claims *
P.O. Box 9147, Hingham, MA 02043-9147	Mobility/Support Surfaces Claims *
P.O. Box 9148, Hingham, MA 02043-9148	Oxygen Claims *
P.O. Box 9149, Hingham, MA 02043-9149	PEN Claims *
P.O. Box 9165, Hingham, MA 02043-9165	Specialty Claims * [For all claim categories not detailed above.]
P.O. Box 9143, Hingham, MA 02043-9143	Accounting (Refund Checks) **
P.O. Box 9170, Hingham, MA 02043-9170	ADS Responses
P.O. Box 9175, Hingham, MA 02043-9175	MSP Correspondence
P.O. Box 9146, Hingham, MA 02043-9146	Written Inquiries and Freedom of Information Act Requests
Attention: ADMC P.O. Box 9170 Hingham, MA 02043-9170	Advance Determination of Medicare Coverage (ADMC) Requests **

* If several policy groups are on a claim, submit it to the P.O. Box for the policy group on the first claim line.

** A specific form is needed when sending to this address. Forms can be found at
http://www.medicarenhic.com/dme/dme_forms.shtml

Appeals Mailing Addresses

Redeterminations **:

P.O. Box 9150
Hingham, MA 02043-9150

Redeterminations ** - Overnight mailing address:

NHIC, Corp. Jurisdiction A DME MAC
Appeals
75 William Terry Drive
Hingham, MA 02044

Reconsiderations:

RiverTrust Solutions, Inc.
P.O. Box 180208
Chattanooga, TN 37401-7208

Reconsiderations - Overnight mailing address:

RiverTrust Solutions, Inc.
801 Pine Street
Chattanooga, TN 37402

Administrative Law Judge (ALJ) Hearings:

HHS OMHA Mid-West Field Office
BP Tower, Suite 1300
200 Public Square
Cleveland, OH 44114-2316

Local Coverage Determinations (LCD)

Draft LCDs Comments:

Mailing Address:
Paul J. Hughes, MD
Medical Director
DME MAC Jurisdiction A
75 Sgt. William Terry Dr.
Hingham, MA 02043

Email Address:
NHICDMEDraftLCDFeedback@EXAMHUB.exch.eds.com

LCD Reconsiderations:

Mailing Address:
Paul J. Hughes, MD
Medical Director
DME MAC Jurisdiction A
75 Sgt. William Terry Dr
Hingham, MA 02043

Email Address:
NHICDMELCDRecon@examhub.exch.eds.com

Fax: 781-741-3991

Telephone Numbers

Customer Service:

Interactive Voice Response (IVR): **866-419-9458**
 Monday - Friday 6:00 a.m. to 7:00 p.m. EST
 Saturday 6:00 a.m. to 7:00 p.m. EST

Customer Service Representative: **866-590-6731**
 Monday - Thursday 8:00 a.m. to 4:00 p.m. EST
 Friday 10:00 a.m. to 4:00 p.m. EST

TTY/TDD Only: **888-897-7539**

Contact Customer Service for:

- Claims payment issues
- Individual Claims Issues
- General coverage issues
- Eligibility
- Policy coverage information
- General DME MAC A information

Claim Reopenings:

317-595-4371
 Monday - Friday 8:00 a.m. to 4:00 p.m. EST

Contact Reopenings for:

- Claim Reopenings
- Claim Reopening Status
- Follow-up on a previously processed reopening

Outreach & Education Team:

781-741-3950

Contact the Outreach & Education Team for:

- Educational Seminars / Workshops / On-line Training / Teleconferences
- Educational Materials / Publications / Web site
- Trade Shows / Association Meetings / Other Partnering Opportunities
- Ask-the-Contractor Teleconferences
- Provider Outreach & Education Advisory Group
- Complex/Global Issues Requiring Education

Fax Numbers

Written Inquiries	781-741-3118
Appeals - Redetermination Requests **	781-741-3118
Claim Reopenings **	781-741-3914
Payment Offset Requests **	781-741-3916
Advance Determination of Medicare Coverage (ADMC) Request **	781-741-3991

** A specific form is needed when sending to this address. Forms can be found at http://www.medicarenhic.com/dme/dme_forms.shtml

DME MAC A ListServe

The Jurisdiction A Durable Medical Equipment Medicare Administrative Contractor (DME MAC A) ListServes are used to notify subscribers via email of important and time-sensitive Medicare program information and other important announcements or messages. All you need is Internet access and an email address.

By joining, you will be the first to learn about upcoming educational opportunities and training events, as well as when our quarterly bulletins and supplier manual revisions become available on our Web site. Additionally, there are specialty/area of interest ListServes that enable DME MAC A to send targeted information to specific supplier/provider audiences when the information is posted on our Web site. If you are a specialty supplier/provider, we encourage you to join the appropriate ListServe(s). Subscribe today by visiting <http://www.medicarenhic.com/dme/> and clicking on “ListServe Sign-Up”.

Additional Important Contacts

Other DME MAC Offices

Jurisdiction B DME MAC:

National Government Services

Jurisdiction B DME MAC
Provider Services
P.O. Box 6036
Indianapolis, IN 46206-6036
877-299-7900

<http://www.ngsmedicare.com/>

(Illinois, Indiana, Kentucky, Michigan,
Minnesota, Ohio and Wisconsin)

Jurisdiction C DME MAC:

CIGNA Government Services

CIGNA Government Services
P.O. Box 20010
Nashville, TN 37202
866-270-4909

<http://www.cignagovernmentservices.com/>

(Alabama, Arkansas, Colorado, Florida,
Georgia, Louisiana, Mississippi, New Mexico,
North Carolina, Oklahoma, Puerto Rico,
South Carolina, Tennessee, Texas, Virgin
Islands, Virginia, West Virginia)

Jurisdiction D DME MAC:

Noridian Administrative Services

Noridian Administrative Services
P.O. Box 6727
Fargo, ND 58108-6727
866-243-7272

<https://www.noridianmedicare.com/>

(Alaska, American Samoa, Arizona,
California, Guam, Hawaii, Idaho, Iowa,
Kansas, Missouri, Montana, Nebraska,
Nevada, North Dakota, Northern Mariana
Islands, Oregon, South Dakota, Utah,
Washington, and Wyoming)

Jurisdiction A Program Safeguard Contractor (PSC)

TriCenturion
P.O. Box 100282
ZA-191
Columbia, SC 29202-3282

<http://www.tricenturion.com>

Enrollment & Coding

National Supplier Clearinghouse (NSC)

Palmetto GBA * AG-495
 P.O. Box 100142
 Columbia, SC 29202-3142
 866-238-9652 (9:00 a.m. to 4:00 p.m. EST)

<http://www.palmettogba.com/nsc>

Contact the NSC for:

- Supplier enrollment information
- Change of address/tax information

Pricing, Data Analysis and Coding (PDAC) Contractor *

Mailing Address:

Pricing, Data Analysis and Coding
 PO Box 6757
 Fargo ND 58108-6757

Courier Address:

Pricing, Data Analysis and Coding
 900 42nd Street South
 Fargo ND 58108-6757

877-735-1326 (8:30a.m. to 4:00p.m. CT)

Fax: 1-866-209-1236

<http://www.dmepdac.com>

Contact the PDAC for:

- Coding and Product information

* *Effective August 18, 2008, Noridian Administrative Services, LLC (NAS) has been named the Pricing, Data Analysis and Coding (PDAC) Contractor by the Centers for Medicare & Medicaid Services. See Chapter 12 for additional details.*

Common Electronic Data Interchange (CEDi)

CEDi Help Desk Telephone:

866-311-9184
 (9:00 a.m. to 7:00 p.m. EST)

CEDi Help Desk Email:

ngs.CEDiHelpdesk@wellpoint.com

<http://www.ngscedi.com>

Contact the CEDi for:

- Support to resolve issues and answer questions about connectivity, receipt of files, and electronic formats.

Competitive Bidding Implementation Contractor (CBIC)

CBIC

<http://www.dmecompetitivebid.com>

P.O. Box 907

Augusta, Georgia 30999

1-877-577-5331

(9:00 a.m. to 5:30 p.m. EST)