



### Provider Contact Center - Written Inquiry Request Form

**ALL fields are REQUIRED.**

#### Provider Information

#### Patient Information (If applicable)

Provider Name:

Patient Name:

National Provider Identifier (NPI):

Medicare Beneficiary Identifier (MBI/HIC):

Provider Number (PTAN):

Claim Date(s) of Service:

Tax Payer Identification Number (TIN) (Last 5 Digits Only):

Date of Birth:

 /  / 

Contact Name:

Date of Birth is only needed for entitlement / Medicare Advantage requests

Telephone Number:

Extension:

 (  )  - 

#### Reason for Request:

- General Billing
- General Medicare Regulations & Coverage
- Entitlement (Complete Patient Information section)
- Explanation of Claim Rejection Message

- Medicare Advantage (Complete Patient Information section)
- Crossover (For Crossover Enrollment/Termination Issue, Contact the Patient's Other Insurance)
- Financial (Complete below)

FCN:

Check Number:

Summary of Issue:

#### Instructions:

- For requests that involve multiple patients or multiple issues, please complete and submit a separate request for each.
- Although we are committed to answering your written inquiry as soon as possible, CMS allows 45 business days to respond to written inquiries.
- Claims with remittance advice message MA130 or returned with a letter are considered unprocessable. If you are eligible to file paper claims, resubmit your corrected claim on a new CMS-1500 claim form. To ensure efficient processing of your paper claim, do not include this form, a cover letter, or your remittance advice with your new claim. If you are not eligible to file paper claims, you must resubmit electronically.

Please send this form and all additional documentation to

**Fax: (803) 870-0142**

Palmetto GBA

Attn. Provider Contact Center AG-840

P.O. Box 100305

Columbia, SC 29202-3305

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