



IOWA PART A TELEPHONE CONTACT INFORMATION

Medicare Function	Telephone Number	Additional Information
Audit and Reimbursement (A & R)	(866) 734-9444	Inquiries regarding A & R activities
Automated Voice Response Unit (VRU) Customer Service	(866) 518-3291 7:00 am to 4:30 pm CT M-F	Automated system for claims status, eligibility, and reimbursement information
Claims Correction	(866) 518-3253	Support to claims correction functions within DDE.
Contact Center	(866) 518-3285 8:00 am to 5:00 pm CT M-F	Inquiries of a complex nature Review your remittance advice and have it available before calling. Please have your Provider's PTAN and NPI number available. Effective April 6, 2009, you will also be required to provide the last 5 digits of your Tax Identification Number (TIN). Check our FAQs for a quick response
Contact Center Teletypewriter (TTY)	(866) 518-3293	Customer Service telephone line dedicated to hearing impaired caller
C-SNAP Help	(866) 886-2891 8:00 am to 4:00 pm CT M-F	Call for password resets or technical support
Direct Data Entry (DDE)/Remote Line	(866) 518-3251 8:00 am to 4:30 pm CT M-F	Password resets and assistance navigating the DDE online system
Direct Data Entry/Systems	(866) 518-3295 8:00am to 4:30pm CT M-F	Inquiries and support regarding DDE connectivity
Electronic Data Interchange (EDI)	(866) 503-9670 8:00 am to 4:15 pm CST M-F	Inquiries and support regarding use of EDI system, software, claims, and financial transmissions
Electronic Funds Transfer (EFT)	(866) 380-4742 (ask for EDI) (952) 885-2811 (952) 885-2881 (952) 885-2882 8:30 am to 12:00 pm and 12:35 am to 4:00 pm CT M-F	Inquiries and support for EFT Fax: (952) 885-2899
Financial	(866) 734-1522	Inquiries regarding voluntary and involuntary refunds to Medicare - Non-MSP Related
Medicare Secondary Payer (MSP)	(866) 518-3284	Inquiries regarding voluntary and involuntary refunds to Medicare - MSP Related
Provider Enrollment	(866) 734-9444	Inquiries regarding enrollment process, forms, and application status
Reopenings	(866) 518-3298	Request reopening of claim