



MISSOURI 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 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 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 CT 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 pm 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	Use phone to request reopening of claim