



IOWA PART B TELEPHONE CONTACT INFORMATION

Medicare Function	Telephone Number	Additional Information
Administrative Simplification Compliance Act (ASCA)		Fax: (618) 998-5287
Automated Interactive Voice Response (IVR) Customer Service	(866) 590-6702 24 hrs, 7 days a week	Automated system for routine eligibility, claims status, check status, and deductible information See IVR instructions
Contact Center	(866) 503-3807 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
Customer Service – Telecommunications Device for the Deaf (TDD)	(866) 708-1214 8:00 am to 5:00 pm CT M-F	Customer Service telephone line dedicated to hearing-impaired caller
Coordination of Benefits Contractor (COBC)	(800) 999-1118 8:00 am to 8:00 pm ET M-F	Beneficiary can call to update insurance details to show Medicare primary or secondary
C-SNAP Help	(866) 886-2891 8:00 am to 4:00 pm CT M-F	Call for password resets or technical support
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 or 12:35 pm to 4:00 pm CT M-F	Inquiries and support for EFT Fax: (952) 885-2899
Freedom of Information (FOI)		Fax (618) 998-5287
Financial	(866) 503-9694 8:00 am to 4:00 pm CT M-F	Inquiries regarding voluntary and involuntary refunds to Medicare Non-MSP Related
Health Professional Shortage Area (HPSA)	(877) 908-4067, ext 85264 or 85265	Fax: (618) 998-5287
Medicare Secondary Payer (MSP)	(866) 503-9694 8:00 am to 4:00 pm CT M-F	Inquiries regarding voluntary and involuntary refunds to Medicare MSP Related



<http://www.wpsmedicare.com>

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Provider Enrollment	(866) 503-7664 8:00 am to 4:00 pm CT M-F	Inquiries regarding enrollment process, forms, and application status
Quality Improvement Organization (QIO)	(800) 383-2856	Quality of care concerns, file a complaint or appeal, questions regarding hospital patient rights
Reopenings	(866) 590-6730 8:00 am to 4:00 pm CT M-F	Request reopening of claim