



MISSOURI PART B TELEPHONE CONTACT INFORMATION

| Medicare Function | Telephone Number | Additional Information |
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| 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 | Inquiries of routine eligibility, claims status, check status, 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 |
| Contact Center – 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 | 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 85265 or 85264 | 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 the enrollment process, forms, and application status |
| Quality Improvement Organization (QIO) | (800) 735-6776 | 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 |