



<http://www.wpsmedicare.com>

## WPS Medicare Telephone Numbers

Region	Hours	Contact Number
<b>Voice Response Unit (VRU)</b>		
<b>All</b>	Mon - Thurs: 7:00 am - 6:30 pm CT Fri:: 7:00 am - 10:00 pm CT	866-580-5983
<b>Customer Service Inquiries</b>		
<b>Southeast</b>	7:00 am - 6:00 pm CT	866-580-5981
<b>Central</b>	7:00 am - 6:00 pm CT	866-580-5984
<b>West</b>	7:00 am - 6:00 pm CT	866-580-5987
<b>Northeast</b>	7:00 am - 6:00 pm CT	866-580-5945
<b>Claim Corrections Only</b>		
<b>Southeast</b>	7:00 am - 4:30 pm CT	866-580-5979
<b>Central</b>	7:00 am - 4:30 pm CT	866-580-5982
<b>West</b>	7:00 am - 4:30 pm CT	866-580-5980
<b>Northeast</b>	7:00 am - 4:30 pm CT	866-580-5985
<b>Remote Line (Use of DDE System and Password Changes)</b>		
<b>All</b>	7:00 am - 4:30 pm CT	866-580-5986
<b>Finance</b>		
<b>(Billing/Payment for DDE and EFT Services)</b>		
<b>All</b>	7:00 am - 4:30 pm CT	866-734-1522
<b>Medicare Audit and Reimbursement</b>		
<b>All</b>	7:00 am - 4:30 pm CT	866-734-9444
<b>Appeals</b>		
<b>All</b>	7:00 am - 4:30 pm CT	866-734-1519
<b>Electronic Data Interchange/Systems</b>		
<b>All</b>	7:00 am - 4:30 pm CT	866-734-6656
<b>Medicare Secondary Payer</b>		
<b>All</b>	7:00 am - 4:30 pm CT	866-734-1521
<b>TDD number for the Hearing Impaired</b>		
<b>All</b>	7:00 am - 4:30 pm CT	877-425-4369