



<http://www.wpsmedicare.com>

## SOUTHEAST REGION PART A TELEPHONE CONTACT INFORMATION

Medicare Function	Telephone Number	Additional Information
Audit and Reimbursement	(866) 734-9444 7:00am to 4:30pm CT M-F	Inquiries regarding A & R activities.
Contact Center	(866) 580-5981 7:00am to 6:00pm 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).  <a href="#">Check our FAQs for a quick response.</a>
Contact Center Teletypewriter (TTY)	(877) 425-4369	Hearing impaired to reach the customer service department.
Claims Correction	(866) 580-5979 7:00am to 4:30pm CT M-F	Support to claims correction functions within DDE.
Customer Service Voice Response Unit (VRU)	(866) 580-5983 7:00am to 6:30pm CT Mon-Thurs 7:00am to 10:00pm CT Friday	Automated system for claims status, eligibility, and reimbursement information.
Direct Data Entry/Remote Line	(866) 580-5986 7:00am to 4:30pm CT M-F	Password resets and navigating the DDE online system.
Direct Data Entry/Systems	(866) 734-6656, Option 2 7:00am to 4:30pm CT M-F	Inquiries and support regarding DDE connectivity.
Electronic Data Interchange (EDI)	(866) 734-6656 8:00am to 4:30pm CT M-F	Inquiries and support regarding use of EDI system, software, claims and financial transmissions.
Financial	(866) 734-1522 7:00am to 4:30pm CT M-F	Inquiries regarding voluntary and involuntary refunds to Medicare - Non-MSP Related
Medicare Secondary Payer	(866) 734-1521 7:00am to 4:30pm CT M-F	Inquiries regarding voluntary and involuntary refunds to Medicare - MSP Related
Reopenings	(866) 734-1519 7:00am to 4:30pm CT M-F	Request reopening of claim.