



ILLINOIS PART B TELEPHONE CONTACT INFORMATION

| Medicare Function | Telephone Number | Additional Information |
|---|---|--|
| Administrative Simplification Compliance Act (ASCA) | | Fax: (618) 998-5287 |
| Contact Center | (866) 234-7340 8:00 am to 4:00 pm CST M-F | Inquiries of a complex nature, review your remittance advice and have it available before calling, Be prepared with the Dr.'s PTAN and NPI number Check our FAQs for a quick response |
| Contact Center Telecommunications Device for the Deaf (TDD) | (877) 236-7849 8:00 am to 4:00 pm CST 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 EST M-F | Beneficiary can call to update insurance details to show Medicare primary or secondary |
| C-SNAP Help (call for technical support) | (877) 476-8116 8:00 am to 4:00 pm CST M-F | Call for password resets or technical support |
| Customer Service Interactive Voice Response (IVR) | (877) 908-9499 24 hours a day, 7 days a week | Inquiries of routine eligibility, claims status, check status, deductible information See IVR instructions |
| Electronic Data Interchange (EDI) | (877) 567-7261 8:30 am to 12:00 pm and 12:35 pm to 4:00 pm CST M-F | Inquiries and support regarding use of EDI system, software, claims, and financial transmissions Fax: (618) 998-5170 |
| 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 CST M-F | Inquiries and support for EFT Fax: (952)885-2899 |
| Financial | (866) 463-8207 7:00 am to 4:00 pm CST M-F | Inquiries regarding voluntary and involuntary refunds to Medicare Non-MSP Related |
| Health Professional Shortage Area (HPSA) | (877) 908-4067, ext. 85262 | Fax: (618) 998-5287 |
| Medicare Secondary Payer (MSP) | (866) 345-0275 7:00 am to 4:00 pm CST M-F | Inquiries regarding voluntary and involuntary refunds to Medicare MSP Related |



<http://www.wpsmedicare.com>

| | | |
|---------------------|---|--|
| Provider Enrollment | (877) 908-8476 8:00 am to 4:00 pm CST M-F | Inquiries regarding enrollment process, forms, and application status |
| Reopenings | (877) 867-3418 8:00 am to 4:00 pm CST M-F | Request reopening of claim |