



<http://www.wpsmedicare.com>

MINNESOTA PART B TELEPHONE CONTACT INFORMATION

Medicare Function	Telephone Number	Additional Information
Administrative Simplification Compliance Act (ASCA)		Fax: (618) 998-5287
Contact Center	(866) 359-1598 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
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) 908-8470 24 hrs, 7 days a week	Inquiries of routine eligibility, claims status, check status, and deductible information See IVR instructions
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
Electronic Data Interchange (EDI)	(877) 567-7261 8:30-12:00 and 12:35-4:00 CST M-F	Inquiries and support regarding use of EDI system, software, claims, and financial transmissions Fax: (952) 885-2899
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 and 12:35 pm to 4:00 pm CST M-F	Inquiries and support for EFT Fax: (952)885-2899
Financial	(866) 380-4742 8:00 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) 380-4742 8:00 am to 4:00 pm CST M-F	Inquiries regarding voluntary and involuntary refunds to Medicare MSP Related
Provider Enrollment	(866) 564-0315 8:00 am to 4:00 pm CST M-F	Inquiries regarding enrollment process, forms, and application status



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Reopenings	(866) 380-4744 8:00 am to 4:00 pm CST M-F	Request reopening of claim