



WISCONSIN PART B TELEPHONE CONTACT INFORMATION

Medicare Function	Telephone Number	Additional Info
Administrative Simplification Compliance Act (ASCA)		Fax: (618) 998-5287
Contact Center	(866) 359-1599 8:00am to 4:00pm 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) 567-7176 24 hrs, 7 days a week	Inquiries of routine eligibility and claims status, check status, deductible and other. 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 and 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. 85265 or 85264	Fax: (618) 998-5287
Medicare Secondary Payer (MSP)	(877) 908-8475 8:00 am to 4:00 pm CST M-F	Inquiries regarding voluntary and involuntary refunds to Medicare MSP Related



<http://www.wpsmedicare.com>

Medicare Function	Telephone Number	Additional Info
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) 674-5354 8:00 am to 4:00 pm CST M-F	Request reopening of claim