



Telephone Numbers and Mailing Addresses



	When to Utilize	Wisconsin	Illinois	Michigan	Minnesota
Provider Customer Service	General Medicare Part B assistance, denial inquiries	866-359-1599 7 a.m.-5:00 p.m. CST	866-234-7340 8 a.m.-4:30 p.m. CST	866-234-7331 8 a.m.-4:30 p.m. EST	866-359-1598 7 a.m.-5:00 p.m. CST
Interactive Voice Response (IVR) Unit	Check claim status, order Medicare forms or lists, obtain general program information	877-567-7176 6 a.m.-10p.m. CST	877-908-9499 6 a.m.-10p.m. CST	877-567-7201 6 a.m.-10p.m. CST	877-908-8470 6:00 a.m. to 6:30 p.m.
Informal Reviews (Appeals)	You want to appeal a claim determination made by the carrier or have questions related to appeals/reviews, see pg. 3	877-674-5354 8 a.m.-4:30 p.m. CST	877-867-3418 8 a.m.-4:30 p.m. CST	877-674-5416 8 a.m.-4:30 p.m. EST	866-380-4744 8 a.m.-4:30 p.m. CST
Electronic Data Interchange (EDI)	Information on or questions pertaining to Electronic Data Interchange, see pgs. 3-4	877-567-7261 8 a.m.-12 p.m. and 12:35 p.m.-4 p.m. CST	877-567-7261 8 a.m.-12 p.m. and 12:35 p.m.-4 p.m. CST	877-567-7261 8 a.m.-12 p.m. and 12:35 p.m.-4 p.m. CST	952-885-2811/2881/2882 6:30 a.m.-4 p.m. CST
Provider Enrollment Hotline	Information on or questions pertaining to provider enrollment, new and established provider specific information	877-908-8476 8 a.m.-4 p.m. CST	877-908-8476 8 a.m.-4 p.m. CST	877-908-8476 8 a.m.-4 p.m. CST	866-564-0315 8 a.m.-4 p.m. CST
General Medicare Administration	General Medicare Part B Assistance	877-908-8475 8 a.m.-4 p.m. CST	877-908-4067 8 a.m.-4 p.m. CST	877-908-4067 8 a.m.-4 p.m. CST	866-380-4742 8 a.m.-4 p.m. CST
Durable Medical Equipment Regional Carrier (DMERC)	Bills for durable medical equipment, questions regarding prosthetics and orthotics, a list of approved suppliers of this equipment, general information/questions,	877-299-7900 7 a.m.-5:30 p.m. CST	877-299-7900 7 a.m.-5:30 p.m. CST	877-299-7900 7 a.m.-5:30 p.m. CST	877-299-7900 7 a.m.-5:30 p.m. CST
Beneficiary	For beneficiaries only , change of address, Part B claim inquiries, request a review/appeal a claim	1-800-MEDICARE (1-800-633-4227)	1-800-MEDICARE (1-800-633-4227)	1-800-MEDICARE (1-800-633-4227)	1-800-MEDICARE (1-800-633-4227)
Paper Claims Mailing Address	Where you mail your paper claims	Medicare Part B Claims Processing PO Box 1787 Madison, WI 53701	Medicare Part B PO Box 1030 Marion, IL 62959	Medicare Part B PO Box 5555 Marion, IL 62959	Medicare Part B 8120 Penn Ave S., Suite 200 Bloomington, MN 55431
Inquiries submission	Where you submit inquiries related to Medicare Part B (coverage, overpayment/refund inquiries, etc.)	Medicare Part B Customer Service PO Box 1706 Madison, WI 53701	Medicare Part B PO Box 4433 Marion, IL 62959	Medicare Part B PO Box 5533 Marion, IL 62959	Medicare Part B 8120 Penn Ave S., Suite 200 Bloomington, MN 55431
Reviews submission	Where you submit information related to a review	Medicare Part B Informal Reviews PO Box 1268 Madison, WI 53701	Medicare Part B PO Box 4433 Marion, IL 62959	Medicare Part B PO Box 5533 Marion, IL 62959	Medicare Part B 8120 Penn Ave S., Suite 200 Bloomington, MN 55431
Financial Correspondence	Where you send financially related correspondence (payment, etc.)	WPS-Medicare Part B Financial Unit PO Box 6611 Marion, IL 62959	WPS-Medicare Part B Financial Unit PO Box 999 Marion, IL 62959	WPS-Medicare Part B Financial Unit PO Box 5511 Marion, IL 62959	WPS-Medicare Part B Financial Unit PO Box 7711 Marion, IL 62959
Quality Improvement Organization (QIO)	Quality of care concerns, when filing an appeal or complaint, questions regarding hospital patient rights	MetaStar 2909 Landmark Pl. Madison, WI 53713 800-362-2320	IL Foundation for Medical Care 2625 Butterfield Rd., Suite 104S Oakbrook, IL 60523 800-386-6431	MI Peer Review Organization 40600 Ann Arbor Rd, Suite 200 Plymouth, MI 48170 800-365-5899	Stratis Health 2901 Metro Dr. Suite 400 Bloomington, MN 55425 800-444-3423

**COB Contractor
Inquiries**

1-800-999-1118 OR TTY/TDD 1-800-318-8782

Written Inquiries:
MEDICARE
Coordinator of Benefits Contractor
MSP Claims Investigation Project
P.O. Box 5041
New York, NY 10274-0125

Website:
www.cms.gov/medicare/cob