

COVID-19 MAC Webpages, Hotlines, and PC-ACE Software

Only contact the COVID-19 Hotline for the Medicare Administrative Contractor (MAC) that serves your geographic area.

Medicare Administrative Contractor (links to webpages)	States and Territories per MAC Jurisdiction	Toll-free Hotline Telephone Number	Hotline Hours of Operation, Monday – Friday	PC-ACE Download (links to software)
CGS Administrators, LLC (CGS)	<p>Part A/B: J15: Kentucky, Ohio</p> <p>Home Health & Hospice: J15: Colorado, Delaware, District of Columbia, Iowa, Kansas, Maryland, Missouri, Montana, Nebraska, North Dakota, Pennsylvania, South Dakota, Utah, Virginia, West Virginia, Wyoming</p>	1-855-769-9920	7:00 am – 4:00 pm CT	J15 – Part A J15 – Part B J15 – HH&H
First Coast Service Options Inc. (FCSO)	JN: Florida, Puerto Rico, U.S. Virgin Islands	1-855-247-8428	8:30 am – 4:00 pm ET	PC-ACE

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National Government Services (NGS)	<p align="center">Part A/B:</p> <p>J6: Illinois, Minnesota, Wisconsin</p> <p>JK: Connecticut, Maine, Massachusetts, New Hampshire, New York, Rhode Island, Vermont</p> <p>Home Health & Hospice:</p> <p>J6: Alaska, Arizona, California, Hawaii, Idaho, Michigan, Minnesota, Nevada, New Jersey, New York, Oregon, Washington, Wisconsin, American Samoa, Guam, Northern Mariana Islands, Puerto Rico, US Virgin Islands</p> <p>JK: Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont</p>	1-888-802-3898	<p>Provider Enrollment:</p> <p>J6 and JK Part A, Part B, HH&H 8:00 am – 4:00 pm CT</p> <p>Accelerated and Advance Payment:</p> <p>J6 Part A, Part B, HH&H 8:00 am – 4:00 pm CT</p> <p>JK Part A, Part B, HH&H 8:00 am – 4:00 pm ET</p>	<p>J6 – Part A J6 – Part B</p> <p>JK – Part A JK – Part B</p> <p>J6 – HH&H JK – HH&H</p>
National Supplier Clearinghouse (NSC)	All States for Durable Medical Equipment suppliers	1-866-238-9652	8:00 am – 5:00 pm ET	DME
Noridian Healthcare Solutions	<p>JE: California, Hawaii, Nevada, American Samoa, Guam, Northern Mariana Islands</p> <p>JF: Alaska, Arizona, Idaho, Montana, North Dakota, Oregon, South Dakota, Utah, Washington, Wyoming</p>	1-866-575-4067	8:00 am – 6:00 pm CT	If you are interested in obtaining Pro32, contact Noridian EDI Support Services .

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Novitas Solutions, Inc.	<p>JH: Arkansas, Colorado, Louisiana, Mississippi, New Mexico, Oklahoma, Texas</p> <p>JL: Delaware, Maryland, New Jersey, Pennsylvania, District of Columbia</p>	1-855-247-8428	8:30 am – 4:00 pm ET	<p>JH</p> <p>JL</p>
Palmetto GBA	<p>Part A/B:</p> <p>JJ: Alabama, Georgia, Tennessee</p> <p>JM: North Carolina, South Carolina, Virginia, West Virginia</p> <p>Home Health & Hospice:</p> <p>JM: Alabama, Arkansas, Florida, Georgia, Illinois, Indiana, Kentucky, Louisiana, Mississippi, New Mexico, North Carolina, Ohio, Oklahoma, South Carolina, Tennessee, Texas</p>	1-833-820-6138	8:00 am – 6:00 pm ET	<p>JJ – Part A</p> <p>JJ – Part B</p> <p>JM – Part A</p> <p>JM – Part B</p> <p>JM – HH&H</p>
Wisconsin Physician Services (WPS)	<p>J5: Iowa, Kansas, Missouri, Nebraska</p> <p>J8: Indiana, Michigan</p>	1-844-209-2567	7:00 am – 4:00 pm CT	PC-ACE