PALMETTO GBA NSC IVR CALL FLOW

1.866.238.9652

1 — Application Status / Revalidation / Reactivation / Change of Information

- Press/Say 1 for Application Status
- Press/Say 2 for Revalidation Status
- Press/Say 3 for Reactivation Status
- Press/Say 4 for Change of Information
- Press/Say 8 for Main menu
- Press/Say 0 for Agent

2 — Copy of NSC Enrollment Status Letter

3 — CMS-855S Application Form

- Press/Say 1 for Forms from Website
- Press/Say 2 for Forms via Mail
- Press/Say 8 for Main Menu

4 — Addresses/Contact Information for NSC, DME MAC or CMS

- Press/Say 1 for Mailing and Web Addresses
- Press/Say 2 for Phone Number & Web Addresses for DME MAC
- Press/Say 3 for CMS Web Addresses
- Press/Say 8 for Main Menu
- Press/Say 0 for Agent

5 — General Information

- Press/Say 1 for Application/Site Visit Processing
- Press/Say 2 for Changes to Supplier File
- Press/Say 8 for Main Menu
- Press/Say 0 for Agent