



## Round 2021

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### STAY CONNECTED

Keep up with the latest information about the DMEPOS Competitive Bidding Program by taking advantage of the Internet's connectivity.



CBIC / Round 2021

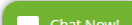
## Contract Suppliers

### RESOURCES



Here are alphabetized resources to find answers to your questions or provide assistance.

#### Chat Now!

Current information about the DMEPOS Competitive Bidding Program is located on the CBIC website. If you have general questions or need assistance in finding information on the CBIC website, use the  feature.

#### Claims, Billing, and Coverage Policies

Find the status of a claim, ask billing questions, or ask about Medicare coverage policies – Contact a Durable Medical Equipment Medicare Administration Contractor (DME MAC) for the area where the beneficiary resides:

- [Jurisdiction A](#) - 866-419-9458
- [Jurisdiction B](#) - 866-590-6727
- [Jurisdiction C](#) - 866-270-4909
- [Jurisdiction D](#) - 877-320-0390

#### Competitive Bidding Areas (CBAs) and Product Categories

Find a CBA or a product category – Select [Competitive Bidding Areas](#) or [Product Categories](#) from the menu on the [Round 2021 home page](#) or go to Tools in the blue bar at the top of the page and select Find a CBA, HCPCS Lookup, or Interactive Map.

#### Connexion, the Program's Secure Portal

To access [Connexion](#) – Click on Connexion in the blue bar at the top of the page.

Get help with registering for Connexion, resetting passwords, and account unlocks – Call the CBIC customer service center at 877-577-5331 between 9 a.m. and 5:30 p.m. prevailing Eastern Time, Monday through Friday.

Change or update user roles in Connexion – Go to [How to Update Information in the CMS Enterprise Portal](#). To review what actions each role can perform, see the [DBidS and Connexion User Role Table](#).

Upload a document in Connexion – See the [Uploading Documents in Connexion Quick Reference Guide](#).

Review and print your contract – Go to Connexion and open the PDF version of your contract. Attachment A and Attachment B can also be printed by selecting the **Print** button at the bottom of each page.

Request contract changes or updates such as adding or removing a location or requesting a full or partial transfer of a contract – Go to Connexion and select **My Current Contract**.

**Medicare Supplier Enrollment**

Get assistance with Medicare enrollment procedures, updates, and supplier standards information – Contact the National Supplier Clearinghouse (NSC) at 866-238-9652 or visit their website at [www.palmettogba.com/NSC](http://www.palmettogba.com/NSC).

**Program Updates**

Receive important updates about the DMEPOS Competitive Bidding Program – Encourage your staff to [subscribe](#) to the CBIC website to stay informed.

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