



Medicare Claims Management Step-by-Step Guide

Your claim has come back with no payment or a partial payment...

Step 1: **Review the EOMB** (Explanation Of Medicare Benefits) for adjustments.

Step 2: **Call Customer Service** at **855-609-9960** to re-open the claim.

Step 3: **Complete (if needed)** a *"Redetermination Form."*

- * Available at www.noridianmedicare.com under the **Forms** tab.
- * You must submit this form within **120 days** of the initial determination.
www.noridianmedicare.com/partb/forms/docs/nas_redeterm.pdf.

Step 4: **Appeal** if your redetermination claim is denied, by submitting a *"Reopening Form"* within **180 days** from the Redetermination.