



A CMS Medicare Administrative Contractor
<https://www.NGSMedicare.com>

March 15, 2019

Dear Members of Congress and Staff:

As your work in the 116th Congress, 1st Session continues, National Government Services maintains its dedicated role in serving your district/state as a Medicare contractor. We are your partner and resource concerning Medicare questions and are a proud Medicare contractor with the Centers for Medicare & Medicaid Services (CMS) since 1966. As a national leader in Medicare, our mission in the beneficiary and provider communities is to provide the best value and unmatched services for the contracts we service in 20 states, District of Columbia, and 5 United States (U.S.) territories. Currently, we handle the following contracts in your state/territory:

- **Medicare Part A contractor** for Connecticut, Illinois, Maine, Massachusetts, Minnesota, New Hampshire, New York, Rhode Island, Vermont and Wisconsin
- **Medicare Part A home health and hospice contractor** for Alaska, Arizona, California, Connecticut, Hawaii, Idaho, Maine, Massachusetts, Michigan, Minnesota, Nevada, New Hampshire, New Jersey, New York, Oregon, Rhode Island, Vermont, Washington, Wisconsin, and the U.S. Territories of American Samoa, Guam, Northern Mariana Islands, Puerto Rico and U.S. Virgin Islands
- **Part B contractor** for Connecticut, Illinois, Maine, Massachusetts, Minnesota, New Hampshire, New York, Rhode Island, Vermont and Wisconsin
- **Medicare Part A federally qualified health centers (FQHC) contractor** for 44 states except for Arizona, Montana, North Dakota, South Dakota, Utah and Wyoming and FQHCs for the District of Columbia and 5 U.S. territories

One of the many roles we provide to CMS is to answer constituent inquiries from members of Congress for the contracts we serve in the above mentioned states and territories. We are happy to report this process is completed within ten business days.

Use one of the following methods to file a congressional inquiry with our Office of Congressional Affairs:

1. **Secure fax (best method):** 317-841-4518
2. **Mail:** National Government Services, Inc.
Office of Congressional Affairs
P.O. Box 6131
Indianapolis, IN 46206-6131
3. **Email:** ngs.congressional.affairs@anthem.com
(Please do not include protected health information, such as Medicare numbers, within the email.)
4. **Helpline:** 317-841-4489
Part C and Part D inquiries should go to either the plan or to CMS

Note: Please do not fax, mail, email or phone your congressional inquiry simultaneously or send to CMS at the same time. Use only one of the options to communicate to our Office of Congressional Affairs or to CMS.

Additionally, we have tip sheets on our website that will help speed up your congressional inquiry. [Tip Sheet #1](#) includes an overview of the Congressional Affairs protocol. [Tip Sheet #2](#) is an overview of how a congressional inquiry moves forward without delay, and [Tip Sheet #3](#) explains what Social Security handles with Medicare. Also, go to [our website](#) and select [Congressional Offices](#) in the lower right-hand corner for more resources such as the online version of the [Medicare Contractor Directory for Congressional Offices](#). **Note:** By clicking on the blue hyperlinks, you will be directed to those resources indicated above.

We will also support your offices on a local basis with continued outreach and education support in our prime locations. We have committed a Congressional Affairs Outreach and Education Team to support the services you provide to your Medicare constituents. Examples of outreach and education support include Medicare training for congressional staff, participation at town halls meetings and health fairs for your constituents. We will work with our Medicare partners to ensure a successful outreach and education event.

We are confident your congressional office will continue to receive the same excellent service levels you are used to and we will keep your office informed of any changes during 2018.

Again, if you should have any Medicare constituent inquiries, use one of the methods listed above. However, if you need outreach and education in your district or state, please do not hesitate to contact Michael Dorris at (office) 317-595-4733 or (cell/text) 317-502-8517 for the Midwest and Western states and Kathy Dunphy at 718-989-0981 or Jennifer (Jen) DeStefano at 315-264-9675 for the Eastern states.

Thank you for your dedication to Medicare and we look forward to serving your office and the Medicare community you serve.

Sincerely,

Michael Dorris, Kathy Dunphy and Jen DeStefano
Congressional Affairs Outreach and Education
National Government Services, Inc.