Medicare Part B Contractor Contact Information

**J5**
**WPS** - Iowa, Kansas, Missouri, Nebraska
Customer Service
(866) 518-3285
7:00AM-5:00PM CT M-F
Closed 7:30AM-3:30PM CT on 3rd Friday of the month
Live Chat available on web 10:00AM-2:00PM CT

**J8**
**WPS** - Indiana, Michigan
Customer Service
(866) 234-7331
8:00AM-5:00PM ET M-F
Closed 7:30AM-3:30PM CT on 3rd Friday of the month
Live Chat available on web 10:00AM-2:00PM CT

**J15**
**CGS** – Kentucky, Ohio
Customer Service (866) 276-9558
5:00AM-8:00PM CT M-F
5:00AM-5:00PM CT Sa

**JE** – American Samoa, California, Guam, Hawaii, Nevada, Northern Mariana Islands
**Noridian Healthcare Solutions**
IVR 855-609-9960
Live Representative 6:00AM-5:00PM PT M-F
- California
  - 4AM-7PM PT M-SA
- Hawaii, NV, American Samoa, Guam, Northern Mariana Islands:
  - 4:00AM-9:00PM PT M-F
  - 4:00AM-7:00PM PT SA

**Noridian Healthcare Solutions**
IVR 877-908-8431
Live Representative 8:00AM-6:00PM CT M-F
  - 6:00AM-8:00PM CT M-F
  - 7:00AM-5:00PM CT Sa
Novitas Solutions - Arkansas, Louisiana, Colorado, Mississippi, New Mexico, Oklahoma, Texas
IVR 855-252-8782
Live agents available 9:00AM-6:00PM ET
  • AR/LA:
    o 5:00AM-8:00PM CT M-F
    o 5:00AM-4:00PM CT SA
  • CO/NM/OK
    o 5:00AM-9:00PM CT M-F
    o 5:00AM-3:00PM CT SA
  • MS
    o 5:00AM-7:00PM CT M-F
    o 5:00AM-3:00PM CT SA
  • TX
    o 5:00AM-6:00PM CT M-F
    o 5:00AM-3:00PM CT SA

JJ – Alabama, Georgia, Tennessee
Palmetto GBA
IVR 877-567-7271
8:00AM-6:00PM ET M-F

JL – Delaware, District of Columbia, Maryland, New Jersey, Pennsylvania
Novitas Solutions
IVR 877-235-8073
Live agent 8:00AM-4:00PM ET
  • Delaware/DC
    o 6:00AM-8:00PM ET M-F
    o 6:00AM-4:00PM ET SA
  • Maryland/Pennsylvania
    o 6:00AM-7:00PM ET M-F
    o 6:00AM-4:00PM ET SA
  • New Jersey
    o 6:00AM-7:30PM ET M-F
    o 6:00AM-4:00PM ET SA

JN – Florida, Puerto Rico, U.S. Virgin Islands
First Coast Service Options
IVR 877-847-4992
Live Chat available on web 10:00AM-2:00 PM ET M-F