



Medicare DME Benefits Portal- Verification of previously issued DME

Updated by Practice Division September 2026

Medicare guidelines governing the replacement of DME, orthotics and certain prosthetics specify that the reasonable useful lifetime (RUL) is determined by the local DME Medicare Administrator Contractor (MAC). The RUL guideline for custom thermoplastic orthosis is 5 years. Providers should refer to the local DME MAC to determine if the RUL is different for certain prosthetics. Replacement during the first five years of use or the “reasonable useful lifetime” (RUL) is covered if the item is lost, irreparably damaged or the patient’s medical conditions changes such that the current equipment no longer meets the patient’s needs. Replacement due to irreparable wear during the period of reasonable useful lifetime is not covered; however, repair may be covered.

Each DME MAC has an online portal that allows providers to check beneficiary information and claim status. This portal also allows providers to verify whether medically necessary durable medical equipment has been issued to the beneficiary, including orthoses. Online registration requires a seven-step process.

To register, you will need the following information:

- Unique email address
- Tax ID/NPI/PTAN combination
- Submitter ID (EDISS Connect account must be set up for A and B providers)
- Recent check number and amount (Provider Administrators only - ensure a check has been issued by the respective DME MAC).

Providers working in large institutions may have difficulty accessing the portal unless they have the NPI, tax ID, and PTAN submitted for the institution as the information is tracked using the combination of the identifiers noted above. Registration also requires submission of the EDISS (Electronic data interface system service) Identification number. EDISS is responsible for the collection, translation and routing of electronic health care claims and maintains and supports the ABILITY and PC-ACE claims submission software. The EDISS Gateway system is used by Trading partners to send and receive electronic transactions and reports.

The beneficiary’s Medicare ID and birthdate are required to begin the search. Any DME issued to the beneficiary from any MAC jurisdiction can be searched in the “same or similar” section of the portal. Searches can be conducted covering a five-year period. A specific code or range of codes can be searched. This information can help the provider determine if an advanced beneficiary notice (ABN) should be administered to the beneficiary at the time of service. This information is also available via the Interactive Voice Response (IVR) for each DME Jurisdiction. Complete instructions for accessing the portals are available on the DME MAC’s respective websites.

Links to the provider portal information are listed below:

- Noridian Healthcare Solutions, LLC JA DME Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont <https://med.noridianmedicare.com/web/jadme>
- Noridian Healthcare Solutions, LLC JD DME Alaska, Arizona, California, Hawaii, Idaho, Iowa, Kansas, Missouri, Montana, Nebraska, Nevada, North Dakota, Oregon, South Dakota, Utah, Washington, Wyoming, American Samoa, Guam, Northern Mariana Islands <https://med.noridianmedicare.com/web/jddme/topics/nmp>
- CGS Administrators, LLC JB DME Illinois, Indiana, Kentucky, Michigan, Minnesota, Ohio, Wisconsin <https://mycgsportal.com>
- CGS Administrators, LLC JC DME Alabama, Arkansas, Colorado, Florida, Georgia, Louisiana, Mississippi, New Mexico, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Virginia, West Virginia, Puerto Rico, U.S. Virgin Islands <https://mycgsportal.com>

Updated:

Medicare DME MAC Jurisdictions and Portal Access

Jurisdiction	Geographic Coverage (States & Territories)	Web Address
Jurisdiction A	CT, DE, MA, ME, MD, NH, NJ, NY, PA, RI, VT, District of Columbia	Noridian Medicare Portal (NMP)
Jurisdiction B	IL, IN, KY, MI, MN, OH, WI	myCGS Portal
Jurisdiction C	AL, AR, CO, FL, GA, LA, MS, NC, NM, OK, PR, SC, TN, TX, VI, VA, WV	myCGS Portal
Jurisdiction D	AK, AZ, CA, HI, ID, IA, KS, MO, MT, NE, NV, ND, OR, SD, UT, WA, WY, American Samoa, Guam, Northern Mariana Islands	Noridian Medicare Portal (NMP)

* Google Gemini was used to create the above resource

References:

<https://med.noridianmedicare.com/web/jfa/article-detail/-/view/10529/understanding-replacement-in-medicare-durable-medical-equipment-dme-coverage-key-definitions-and-guidelines#:~:text=There%20must%20be%20documentation%20in,supplier%20may%20provide%20a%20replacement>

<https://www.cgsmedicare.com/jb/pubs/news/2018/02/cope6242.html>

<https://www.cms.gov/medicare-coverage-database/view/article.aspx?articleid=52478>

