

## Save Time on the Phone: Gather Information Before Calling the Telephone Reopening Unit

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**June 11, 2018**

You can help us serve you faster when you call the TRU by gathering the required information before calling. **Before you call**, please be aware of the information needed to research your inquiry.

Please be prepared to provide:

- ⇒ Beneficiary's name
- ⇒ Medicare HICN/MBI
- ⇒ Your name and phone number
- ⇒ Provider's full name
- ⇒ Provider's PTAN
- ⇒ Date of service, and item of service in question
- ⇒ Reason for the request