

## Appendix A: Use Interactive Voice Response (IVR) to verify eligibility

### Shortcut



### What will I hear?

The IVR will play only the information specific to the client. The types of information available are:

- Services Card ID number
- Program medical coverage (i.e. CNP)
- Managed care plan name
- Medicare Parts A-D
- Private insurance
- Hospice
- Long term care
- Provider restrictions

More details are available for each of the above such as begin and end dates, as well as contact names and phone numbers.

After hearing the list, say one of the items below, or enter the numbers in brackets.

- “Medicaid” [10]
- “Managed Care” [11]
- “Medicare Part A” [12]
- “Medicare Part B” [13]
- “Medicare Part D” [15]
- “Private Insurance” [16]
- “Hospice” [17]
- “Long Term Care” [18]
- “Restrictions” [19]

### How

The ProviderOne IVR accepts voice responses or keypad entries, indicated by brackets [ ]. You can key ahead anytime.

