

## Appendix N: Use the IVR to Check Claim Status

### Shortcut

**Claim Status**  
**1-800-562-3022**  
**Enter 1, 5, 3**

### What will I hear?

The IVR will play only the information specific to the provider’s claims. The type of information available is dependent on the status. In addition to the Claim Number (TCN), you can also check the following:

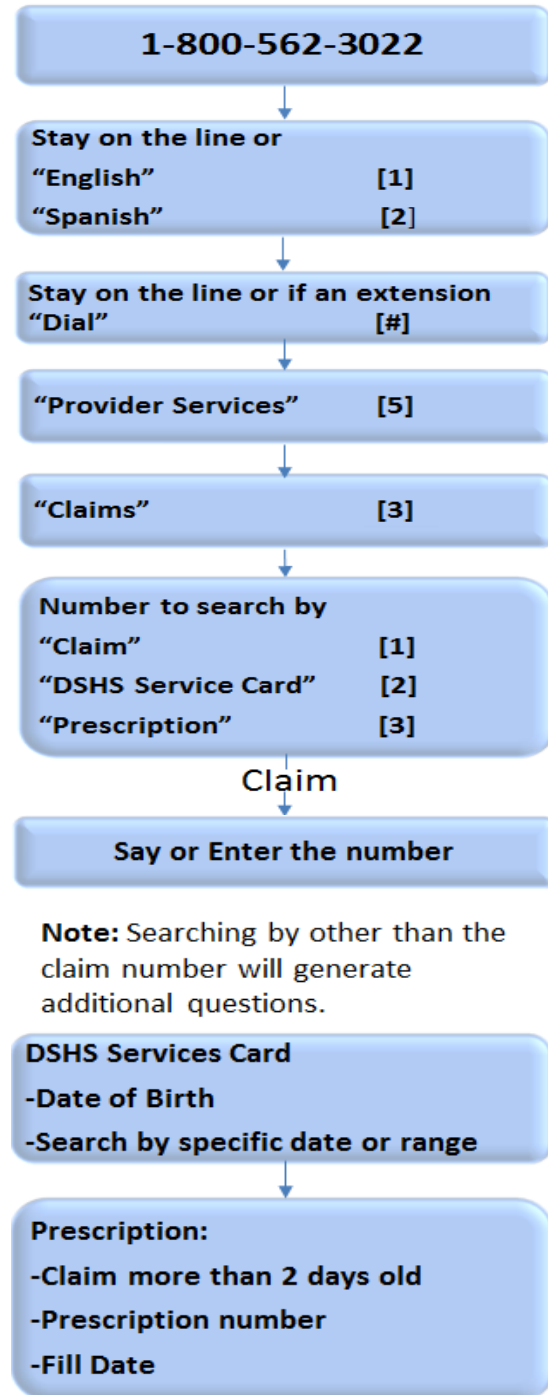
- Status of Paid:
  - Date paid
  - RA date
  - Amount Paid
  - Warrant amount
  - Warrant number
  - RA number
  - Services Dates
- Status of Denied:
  - Date denied
  - Denial reasons (limited to 5)
- Status of In Process:
  - Date received
  - Message if more than 30 days

### Provider Menu Choices

- |                  |                      |     |
|------------------|----------------------|-----|
| Provider<br>Menu | → Social Services    | [1] |
|                  | → Authorization      | [2] |
|                  | → Claims             | [3] |
|                  | → Warrants           | [4] |
|                  | → Client Eligibility | [5] |
|                  | → Other              | [7] |

### How

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



**Note:** Searching by other than the claim number will generate additional questions.