OPERATIONAL WEBINAR SERIES:

UNDERSTANDING THE INTERACTIVE VOICE RESPONSE TELEPHONE SYSTEM (IVR) FOR PROVIDERS

A copy of this presentation can be located on the [Webinar page](#).

WHAT IS THE IVR SYSTEM?

- IVR (Interactive Voice Response)
  - Computer automated technology
  - Voice commands
  - Touch tone commands

- Why should you use it?
  - 24/7 Access
  - Free
  - Immediate information, no waiting

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WHAT IS AVAILABLE IN IVR?

- Client Eligibility

- Authorizations Status

- Claims Status

- Warrants Amounts

- Remittance Advice Information

- Common Questions and Answers

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WHAT IS REQUIRED?

- Your NPI

- ProviderOne Client ID and Date of Birth, or

- Client Social Security Number and Date of Birth

- Date of Service

- Dates must be entered in MMDDYYYY format, i.e., 5/31/10 as 05312010

- When speaking, say "zero five three one two zero one zero"; do not combine digits, i.e., "three one" as "thirty-one"

- For the number "0", say "zero", not "oh"

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PROVIDER LINE FLOWCHART
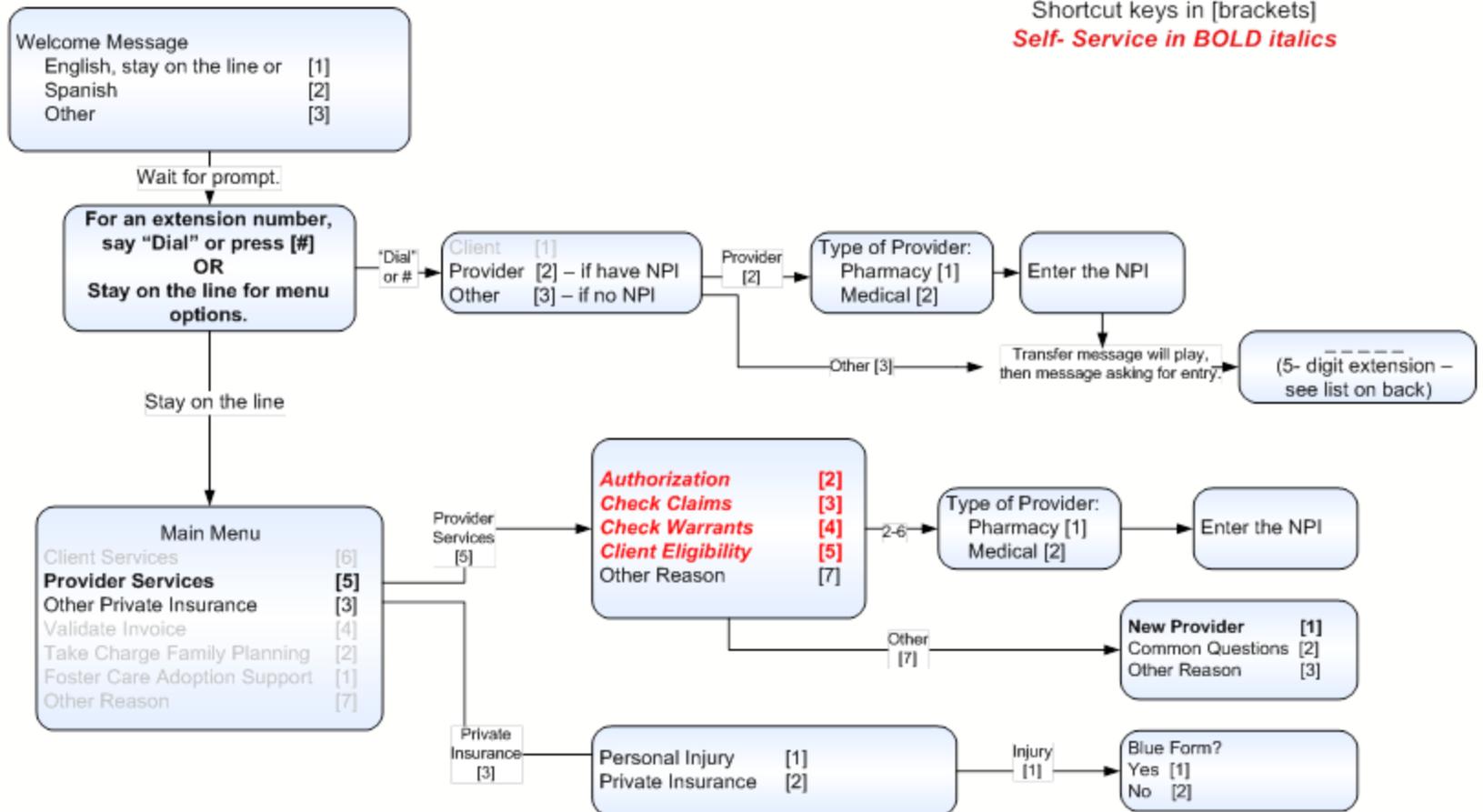
GETTING STARTED

- Call 1-800-562-3022

- Press 1 (or stay on the line) for English; press 2 for Spanish

- Stay on the line through the "Dial" extension prompt

- Say "Provider" or press 5 at the main menu

- Say the type of provider:

  – "Pharmacy", or press 1

  – "Medical", or press 2 (includes all other types)

- Say or enter your NPI

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WHAT IS THE IVR SYSTEM?

- Hear coverage for the client entered. Options:
  - Medicaid
  - Medicare
  - Managed Care
  - Long Term Care
  - Hospice
  - Private Insurance Information
  - Restriction Information
- Say one of the names above, e.g., "Medicaid" or press 10 to hear more details about that item

ProviderOne Client ID or Social Security Number, plus the date of birth are needed

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AUTHORIZATIONS (OPTION 2)

- Hear the Authorization or Reference Number

- Status, such as:

  - Approved

  - In Review

  - Denied

  - Referred

  - Pending

- Date the status was set

Note: If multiple authorizations are found for a client, the service code and anticipated date of service will be needed.

Without an auth or reference number, ProviderOne Client ID and date of birth are needed

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CLAIMS (OPTION 3)

- Date processed (paid, denied or received)
- Claim status with TCN

> **Without an TCN, ProviderOne Client ID and date of birth, plus a date are needed**

  - Paid claims include:

    - Amount paid

    - RA Date and Number

    - Warrant Amount and Number

    - Service Dates

  - Denied claims list up to 5 denial reasons

  - In Process claims give the option to speak to an agent if a claim is "stuck" in a processing location more than 60 days

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WARRANTS (OPTION 4)

- Issue Date

- Warrant Amount

- Warrant Number

- RA Number

Search by "most recent" or "specific date" which should be a Monday

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REMITTANCE ADVICE (OPTION 6)

- Date Paid

- Warrant Amount

- Warrant Number

- RA Number

Search by "most recent" or "specific date" which should be a Monday

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OTHER OPTIONS

- Say "DIAL" or press # to enter an extension

- Say "Provider"

- Say "Pharmacy" or "Medical"

- When prompted, enter the 5 digit extension

- Provider "Other Reason" menu

  – New Providers or Providers with questions regarding their Medicaid Provider File

  – Common Questions

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HELPFUL CONTACTS

Name	1-800-562-3022, options or extensions:
Authorization	Provider menu #2
Authorization – DME/P&O (non-oxygen)	ext. 15466
Authorization – Pharmacy Rates	ext. 16135
Authorization – Pharmacy	ext. 15483
Claims	Provider menu #3
Client Eligibility	Provider menu #5
Coordination of Benefits (COB) Health	ext. 16134
COB Casualty/Blue Form	ext. 15462
COB Premium Payment	ext. 15473
Health Plan	Client menu #2
Medicare Buy-In	ext. 16129
Medical Eligibility Determination Section	ext. 16136
Patient Review & Coordination	ext. 15606
Provider Enrollment	ext. 16137
ProviderOne Help Desk	ext. 19583
Remittance Advice	Provider menu #6
Third-Party Liability	ext. 16134
Warrants	Provider menu #4

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HELPFUL CONTACTS

Authorization – One Fax Number for all PA types
 1-866-668-1214

HIPAA Privacy Officer
360-902-8278

Recoupments (Office of Financial Recovery)
1-800-562-6114

TTY
1-800-848-5429

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TRANSFERRING TO AN AGENT

- The IVR system may transfer you if:
  - Answers are not understood or found after 3 attempts.
  - The information is not available to the IVR.
  - The system is experiencing difficulty.
- You may say "agent" or press 0 if you have more questions about the information provided. Note that calls that have tried self-service may receive a higher priority than other calls.