APPENDIX A: Check client eligibility using the IVR

Client Eligibility – use keypad only
Dial 1-800-562-3022
Select 1 for English or stay on the line
"If you have an extension, press 1 now."
Select 2 for self-service provider menu
Select 4 for client eligibility
Enter NPI when prompted
Enter client id – numbers only
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 options such as beginning and end dates, as well as contact names and phone numbers. After hearing the list, enter the number noted for that selection: • Medicaid – 1 • Managed care – 2 • Medicare - 3 • Insurance coverage – 4 • Hospice – 5 • Long term care – 6 • Restrictions – 7 • Check coverage for another person - 8