

APPENDIX K: Checking claim status using the IVR

Check claim status – 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 2 for claims
Enter NPI when prompted
Enter 1 to search by TCN
Enter 2 to search by client ID
Enter 3 to search by prescription number
<p>What will I hear?</p> <p>The IVR will play only the information specific to your claims. The type of information available is dependent on the status. In addition to the claim number (TCN), you can also check the following:</p> <ul style="list-style-type: none"> • Status of paid: <ul style="list-style-type: none"> ○ Date paid ○ RA date ○ Amount paid ○ Warrant amount ○ Warrant number ○ RA number ○ Services dates • Status of denied: <ul style="list-style-type: none"> ○ Date denied ○ Denial reasons (limited to 5) • Status of in process: <ul style="list-style-type: none"> ○ Date received ○ Message if more than 30 days <p>Provider menu choices:</p> <ul style="list-style-type: none"> • Authorizations – 1 • Check claims – 2 • Check warrants – 3 • Client eligibility – 4

Searching with data other than the TCN will generate additional questions:

- Client ID:
 - Date of birth
 - Search by specific date or range
- Prescription:
 - Claim more than 2 days old
 - Prescription number
 - Fill date