

APPENDIX K: Checking claim status using the IVR

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| 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