

APPENDIX L: Checking warrants using the IVR

Check warrants – 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 3 for check warrants
Enter NPI when prompted
Enter 1 to search by most recent
Enter 2 to search by a specific date
<p>What will I hear?</p> <p>The IVR will play only the information specific to the associated provider. The types of information available are:</p> <ul style="list-style-type: none"> • Paid date • Warrant amount (check amount) • Warrant number (check number) • RA number <p>Provider menu choices:</p> <ul style="list-style-type: none"> • Authorizations – 1 • Check claims – 2 • Check warrants – 3 • Client eligibility – 4