



Use Speech or Touch-Tone to get what you need **FAST!**

First, Identify yourself as a Provider:

Say **Provider**or Press 1
 Enter 10-digit **NPI Number**.....#####
 -Or press the star-key to enter **Tax ID** instead.

Second, Identify the Patient:

Say **Sponsor SSN**or enter as ### ## ####
 -Or say **More Choices** if call does not concern a patient.
 Enter the Patient's Date of Birthmm dd yyyy

Then, choose a section...

<p style="text-align: center;">Claims</p> <p>Say Claims..... or Press 1</p>	<p style="text-align: center;">Eligibility & Benefits</p> <p>Say Eligibility & Benefits or Press 2</p>	<p style="text-align: center;">Authorization & Referrals</p> <p>Say Authorizations or Press 3</p>
<p><u>Claims Submenu Options:</u></p> <p>Say Claims Status or Press 1 Then enter... Starting Date of Service as mm dd yyyy Amount Billed as numerals only (Example: Enter \$123.00 as 12300) <i>Claim status information is read back.</i></p> <p>Say Submission Options..... or Press 2 Then select from the following... Electronic Submissions or Press 1 Secure Website or Press 2 Paper Submission.....or Press 3</p> <p>Say Speak to an Agent or Press 3 <i>You will be directed to a claims representative.</i></p> <p>Say Main Menu..... or Press 9</p>	<p>Say Medical Benefits or Press 1 <i>Plan Eligibility information is read back.</i></p> <p>-Or say Behavioral Benefits or Press 2</p> <p><u>Eligibility Submenu Options:</u></p> <p>Say Repeat or Press 1</p> <p>Say More Benefits..... or Press 2 Then say the type of eligibility information you need.</p> <p>Say Fax Details or Press 3</p> <p>Say the Fax Number or enter as ### ## ####</p> <p>Say New Patient or Press 4 <i>Enter New Sponsor SSN or new DoB as requested.</i></p> <p>Say Other Choices..... or Press 5 Then say... Claims Mailing Addressor Press 1 Auth Fax Numberor Press 2 Pre-Certification.....or Press 3</p> <p>Say Main Menu.....or Press 9</p>	<p>Say Medical or Press 1 -Or say Behavioral or Press 2 <i>You will be offered information on faxing authorizations and directed to a customer service representative.</i></p> <p style="text-align: center;">Provider Contracting Information</p> <p>Say Contracting Information or Press 4 -If coming from the "More Choices" menu Press 1 <i>Identify the state where care is to be provided.</i></p> <p style="text-align: center;">Provider Education</p> <p>Say Provider Education or Press 5 -If coming from the "More Choices" menu Press 2 <i>Identify the state where care is to be provided.</i></p> <div style="border: 1px dashed black; padding: 5px; margin-top: 10px;"> <p style="text-align: center;">For yes or no questions in all sections:</p> <p>Say Yes or Press 1</p> <p>Say No or Press 2</p> </div>