



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

For all Patient-Specific Calls:

Menu options differ based on the patient's plan. Generally, the touchtone option for the first menu item is 1, 2 for the second item, etc.

Say **Provider** or Press **1**

Say **Sponsor SSN** or enter as ### # ##

-OR- Say **More Choices** if call does not concern a patient

Say the Patient's Date of Birth or enter as mm dd yyyy

Then, choose...

Claims

Say **Claims** or Press **1**

You will be offered helpful information on submitting claims and directed to a claims representative.

Eligibility & Benefits

Say **Eligibility & Benefits** or Press **2**

See right side for eligibility details 

Authorization & Referrals

Say **Authorizations** or Press **3**

Say **Medical** or Press **1**

-OR Say **Behavioral** or Press **2**

You will be offered helpful information on faxing authorizations and directed to a customer service representative.

Provider Education and Contracting

Say **Contracting Information** or Press **4**

Say **Provider Education** or Press **5**

Identify the state where care is to be provided

If coming from the "More Choices" menu:

Say **Contracting Information** or Press **1**

Say **Provider Education** or Press **2**

Identify the state where care is to be provided

For yes or no questions in all sections:

Say **Yes** or Press **1**

Say **No** or Press **2**

Eligibility Details

Say **Medical** or Press **1**

-OR- Say **Behavioral** or Press **2**

Then say **Tax ID #** or enter as ### # ##

Plan and current eligibility effective dates are read back

Eligibility Submenu Options:

Say **Repeat** or Press **1**

Say **More Benefits** or Press **2**

Then say the type of eligibility information you need

Say **Fax Details** or Press **3**

Say the Fax Number or enter as ### # ##

Say **New Patient** or Press **4**

Enter New Sponsor SSN or new DoB as requested

Say **Other Choices** or Press **5**

Then say...

Claims Mailing Address or Press **1**

Auth Fax Number or Press **2**

Pre-Certification or Press **3**

Say **Main Menu** or Press **9**

Please note that the Interactive Voice Response (IVR) System messaging may be updated throughout the year. Please listen carefully to message prompts to enter your response, as appropriate. Visit www.triwest.com/provider, for the most current version of IVR Tips.