

Eligibility and Benefits IVR Caller Guide

800-972-8088

September 2024

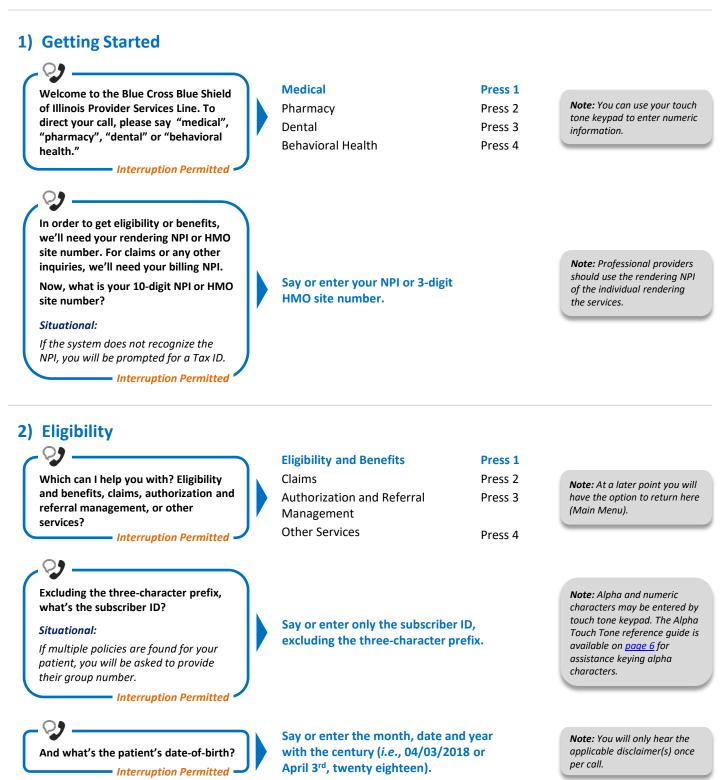
Hours of Availability: Monday – Friday 6:00 a.m. to 11:30 p.m. (CT); Saturday 6:00 a.m. to 6:00 p.m. (CT); Sunday – Closed 1 of 6

• Utilize your keypad when possible

• Avoid using cell phones • Minimize background noise

• Mute your phone when you are not speaking

This caller guide does not apply to Medicare Advantage or Illinois Medicaid.



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• Minimize background noise

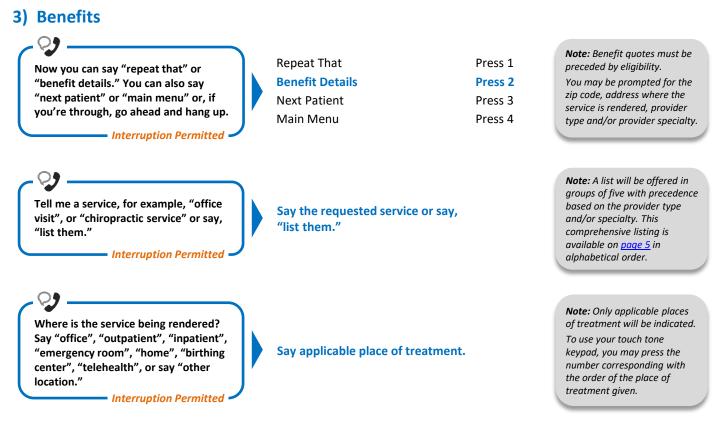
Eligibility Quote

Please be advised that a quote of eligibility and benefits is not a guarantee of payment. All benefit payments are subject to eligibility, medical necessity, and the terms, conditions, limitations, exclusions, and payment levels of the patient's health benefit plan at the time the services are rendered. Benefit payments are usually not determined based on billed charges and might be significantly less than billed charges. Please note newborn dependents not listed on the membership file may have benefits available.

The system will quote the following information (if applicable):

- Type of coverage (i.e., PPO, HMO, etc.)
- Current effective date
- Pre-existing waiting period completion date
- Three-character prefix
- Group number

- Medicare information
- Health Care Account (HCA) balance
- PCP name & effective date
- Termination or cancel date
- Confirmation number



Benefits Quote

The system will quote the following information (if applicable):

- If the service is/is not covered
- Copay amount
- Deductible amount per calendar/contract year and amount met year to date
- Coinsurance amount

- Out-of-pocket limit per calendar/contract year and amount met year to date
- Benefit maximum and amount met year to date
- Lifetime max amount and amount met year to date
- Prior authorization requirements
- Timely filing period
- Confirmation number

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Would you like for me to fax this information to you? *Note:* Fax numbers can be entered by touch tone or If Yes: Yes Press 1 spoken. They should also be What's your fax number, including the No Press 2 entered as ###-###-####, area code? Thanks, I'll fax the without the preceding 1. information to you. You should receive it within the next 24-hours.

- Interruption Permitted

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The benefits quoted were based on the provider's network participation. If you would like to receive the contrasting level of benefits say, "contrasting benefits."

Otherwise, say "repeat benefit information," "check another benefit," or "check preauthorization requirement by procedure code." You can also say "next patient," "claims address" or "main menu."

Interruption Permitted

Repeat Benefit Information	Press 1
Check Another Benefit	Press 2
Check Preauthorization by	Press 3
Procedure Code	
Next Patient	Press 4
Claims Address	Press 5
Main Menu	Press 6

Note: A quote of the contrasting level of benefits is not available for members covered under the following contracts: Health Maintenance Organization (HMO), Traditional, Exclusive Provider Option (EPO), Medicare Supplement and/or Federal Employee Program®.

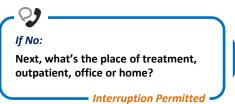
If checking authorization by procedure code:

To get preauthorization requirements, we'll need the procedure code. Please say or enter a CPT or HCPCS procedure code. If there are any letters, please say it like this, "letter A 2 3 4 5."

Okay. Say or enter the next CPT or HCPCS procedure code or say, "that's it." I can collect up to 5.

Interruption Permitted





Say or enter the procedure code(s).

Yes No

Outpatient Office Home Press 1 Press 2

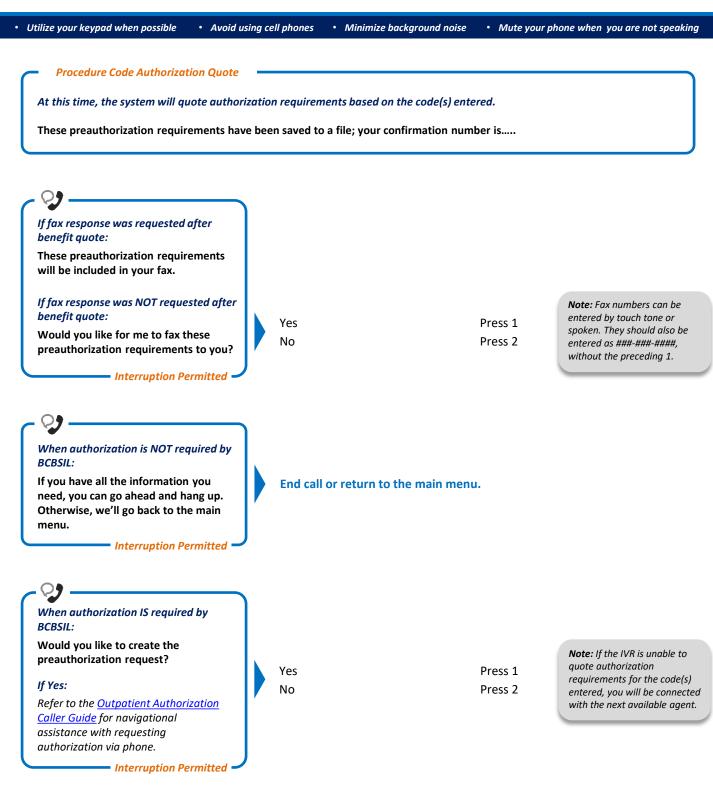
Press 1

Press 2

Press 3

Note: The IVR will voice back the place of treatment used for the benefit quote.

Eligibility and Benefits IVR Caller Guide



5 of 6

Preventive Care

✓ Routine Immunizations

Physical Exam

Screening Lab

Screening X-ray

Routine Lab

Well Child

Private Duty Nursing

Respiratory Therapy

Routine Vision

✓ Frames

✓ Prosthetics

✓ Bifocal Lens

✓ Contact Lens

✓ Lenticular Lens

✓ Trifocal Lens✓ Routine Vision Test

Second Opinion

Self Injectable

Speech Therapy Sterilization

Sleep Study

Smoking

Stress Test

Surgery

TMJ

✓ Singular Vision Lens

Elective Sterilization

Telemedicine/Telehealth

✓ Physical Therapy

✓ Orthotic Appliance

✓ Office Visit

· Outpatient Benefits with

Professional Day Surgery

Telemedicine/Telehealth

Physical, Occupational, Speech

✓ X-rays

Urgent Care Wigs

X-ray

Therapy

Vision

Wigs

Preventive Care Skilled Nursing Care

✓ Medical Necessary Sterilization

Ultrasound (Non-pregnancy Related)

Prosthetics

1

PSA

Rolfing

Routine Diagnostic

Routine Pap Smear

✓ Medical Prostate Test
 ✓ Routine Prostate Test

Routine Mammogram

Routine Prostate Test

Routine Well Woman Exam

Patient Education and Training

✓ Routine Office, Well Visit or

Routine Colorectal Cancer

Routine Colorectal Cancer

Routine Colonoscopy Screening

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Customer Advocate assistance has been removed for the benefit categories in blue.

Non-FEP Benefit Category Key Words (Alphabetically Listed)

Mammogram

Maternity

Medicare

MRI

✓

✓ Medical mammogram

✓ Routine Mammogram

✓ Initial Office Visit

✓ Physical Therapy

✓ Speech Therapy

Naprapathic Services

✓ Muscle Manipulation

✓ Consultation

Orthotics

✓ Physical Therapy

Nutritional Counseling

Occupational Therapy

Office Diagnostic Medical

✓ Office Visit

✓ X-rays

Office Services

1

Office Visit

Orthotics

Pap Smear

Pathology

Physical Exam

Physical Therapy

Injection

Orthotics

Surgery

Infusion Therapy

Maternity

Medicare

Office Visit

Oral Surgery

Orthotics/Prosthetics

Abuse

Inpatient Benefits

Mental Condition or Substance

Office Visit

Physical Therapy

Routine Foot Care

PET Scan

Podiatry

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✓ X-rays

FEP Benefit Category Key Words (Alphabetically Listed)

✓ Injections

Procedure

Office Labs

Office Visit

✓ Office X-rays

Organ Transplant

Office Surgery

Medical Pap Smear

Routine Pap Smear

✓ Ultrasound

Medical Supplies

Mixed Therapy

Medical Therapeutic

Normal Global Maternity

Occupational Therapy

(Member/Spouse/Dependent)

- Observation Care Services
 - ✓ Diagnostic
 - ✓ Hospital Visit
 - ✓ Labs
- ✓ X-rays Abortion
- Abortion
- Acupuncture
 Air Ambulance
- Air Amb
- Allergy
 - ✓ Allergy Treatment
 - ✓ Allergy Testing
 - ✓ Consultation
 - ✓ Office Visit
- Anesthesia
- Assistant Surgeon
- Behavioral Health
 - ✓ Day Psychiatric
 - ✓ Adult Family Counseling
 - ✓ Child Family Counseling
 - ✓ Group Psychotherapy
 - ✓ Individual Psychotherapy
 - ✓ Psychological Testing
 - ✓ Residential Treatment
 - ✓ Mental Visit
 - ✓ Applied Behavioral Analysis
- Biofeedback
- Birth Control
- Cardiac Rehab
- CAT Scan
- Catastrophic Protection
- Chemical Dependency
 - ✓ Day Psychiatric
 - ✓ Adult Family Counseling
 - ✓ Child Family Counseling
 - ✓ Detoxification
 - ✓ Group Psychotherapy
 - Individual Psychotherapy
 - ✓ Intensive Chemical Dependency
 - ✓ Mental Visit
 - ✓ Partial Hospitalization
 - ✓ Residential Treatment
- Chemotherapy
 - ✓ Chemotherapy
 - ✓ Radiation Therapy
 - ✓ Office Visit
 - **Chiropractic Services**
 - ✓ Acupuncture
 - Acupulicule
 Diagnostic Medical
 - ✓ Muscle Manipulation
 - ✓ Orthotics
 - Orthotics
 - ✓ Office Visit
 - ✓ Physical Therapy

Accidental Injury

Assistant Surgery

Catastrophic Protection

Chiropractic Services

Cardiac Rehab

Acupuncture

Anesthesia

Allergy

Dental

✓ X-rays

- Circumcision
 Colonoscopy
- ✓ Medical Colonoscopy
 - ✓ Routine Colonoscopy
 - Consultations
- Coordinated Home Care
- Dental
- Diabetic Management
- Dialysis

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- Drugs
 Durable Medical
- Durable Medical Equipment
 ✓ DME Purchase
 - ✓ DIVIE PUICIA
 ✓ DMF Rental
 - ✓ DME Repair and Replacement
- EKG
- Emergency Accident Care
- Emergency Medical Care
- Emergency Room
 - ✓ Emergency Accident Care and Services
 - ✓ Emergency Medical Care and Services
- Extended Care Facility
- Family Planning
- Ground Ambulance
- Hearing
 - ✓ Hearing Aide
 - ✓ Routine Hearing Test
 - Hospice
 - Hospital
 - ✓ Daily Room and Board
 - ✓ Hospital Visit
 - Hydrotherapy
 - Infertility
 - ✓ Artificial Insemination
 - ✓ Diagnostic Medical
 - ✓ In Vitro Fertilization
 - ✓ Labs
 - ✓ Office Visit
 - ✓ X-ray
 - Infusion Therapy
 - 🗸 DME
 - ✓ Drugs

Injections

Laboratory

Counseling

Family Planning

Hearing Services

Dialvsis

Foot Care

Lupron

- ✓ Medical Supplies
- ✓ Nursing Inhalation Therapy

Injections

✓ Office Visit

Diabetic Education & Nutrition

Diagnostic Labs & X-rays

Durable Medical Equipment

Hospice & Home Nursing Care

• Avoid using cell phones

• Minimize background noise

Alpha Touch-Tone Reference

Alpha touch-tone is available as an alternative to voicing alpha-numeric mixed information.

To enter a subscriber ID, group or claim number containing alpha character(s):

- 1) Press the star key (*) to begin a letter sequence
- 2) Press the number key containing the desired letter (e.g., press 2 for A, B or C)
- 3) Press 1, 2, 3 or 4 to indicate the position the letter is listed on the selected key (e.g., press *21 to enter A)

А	=	*21
В	=	*22
С	=	*23
D	=	*31
E	=	*32
F	=	*33
G	=	*41
н	=	*42
I.	=	*43
J	=	*51
К	=	*52
L	=	*53
М	=	*61
Ν	=	*62
0	=	*63
Р	=	*71
Q	=	*72
R	=	*73
S	=	*74
т	=	*81
U	=	*82
V	=	*83
W	=	*91
Х	=	*92
Y	=	*93
Z	=	*94

Group Number

Ex. 1	Y	Ν	1	2	3	4
Press	*93	*62	1	2	3	4
Ex. 2	1	2	к	3	4	5
Press	1	2	*52	3	4	5

Subscriber ID

Ex. 1	Α	1	Ν	2	3	4	5	6	7
Press	*21	1	*62	2	3	4	5	6	7
Ex. 2	0	9	2	т	7	6	8		
Press	0	9	2	*81	7	6	8		

Note: Exclude three-character prefix when entering the subscriber ID.

Claim Number

Ex. 1	2	1	3	4	F	5	6	7	0	х
Press	2	1	3	4	*33	5	6	7	0	*92
Ex. 2	2	0	1	т	8	7	6	5	0	С
Press	2	0	1	*81	8	7	6	5	0	*23

Note: The claim number should be 13 digits.

Have questions or need additional education? Email our Provider Education Consultants.

Be sure to include your name, direct contact information & Tax ID or billing NPI.

Verification of eligibility and/or benefit information is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility, any claims received during the interim period and the terms of the member's certificate of coverage applicable on the date services were rendered.