

**NHIC, Corp.**

*A CMS Contractor*

Medicare Part B Contractor - ISO 9001:2000 Certified  
Durable Medical Equipment Medicare Administrative Contractor

# DME MAC Jurisdiction A



## Interactive Voice Response (IVR) User Guide

2009 Edition (July)

<http://www.medicarenhic.com/dme/>

## Tips for Success

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- Speak naturally and clearly in a quiet environment
- Use mute when you are using touch-tone or not speaking
- Avoid the use of cellular phones or speaker phones
- Have all of the information organized before you call
- Use touch-tone if an element is not recognized by your voice
- For eligibility, give the current date or say “today” if the date of service is unknown or in the future
- You can say “main menu” or “repeat that” throughout the application, as needed

## Main Menu Options

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The main menu and subsequent menus can be navigated by using your voice or using touch-tone on the telephone keypad. You can also use touch-tone entry for Provider Transaction Access Numbers (PTANs), Medicare numbers, tax identification numbers (TINs), dates of service, dates of birth, HCPCS codes, and beneficiary names. Touch-tone instructions and examples are also included in this guide.

**Note:** *The 10-digit legacy supplier number is now being referred to as the PTAN.*

Select the main menu option for a complete list of elements required from the caller and the information that the caller will hear back from the IVR.

Voice	Touch-Tone Entry
Claims	1
Eligibility	2
CMN Status	3
Appeals	4
Financial	5
Pricing	6
Same or Similar	7
Questions	8
Description of Main Menu Options	*

## **Claims - Option 1**

When the claims option is selected, the IVR will request the following elements:

- National Provider Identifier (NPI)
- PTAN (10-digit supplier number)
- Last 5 digits of the Tax Identification Number (TIN)
- Beneficiary Medicare number
- Beneficiary first and last name (last name and first initial if using touch-tone)
- Date of service

Once the authentication elements have been verified, the IVR will supply the following, if applicable:

- Total number of claims located for the specified Medicare number/date of service
- Claim status
- Submitted amount
- Allowed amount
- Amount applied to deductible
- Payment amount
- Payment date
- Check number

For additional claim information, say **Claim Details (touch-tone 4)** to obtain the following, if applicable:

- Additional Documentation Request (ADR) dates
- Claim Control Number (CCN)
- Total number of line items
- Line Item information
  - Date of service
  - Submitted amount
  - Allowed amount
  - Procedure code
  - Modifier
  - ICD-9 Diagnosis
  - Denial reason
- Ability to order duplicate remittance

If multiple claims are located, say **Next Claim (touch-tone 2)** to move to the next claim or say **Previous Claim (touch-tone 3)** to move back to the previous claim. For additional claims navigation options, please refer to the following:

## Claims Navigation

Voice	Touch-Tone Entry
Repeat That	1
Next Claim	2
Previous Claim	3
Claim Details	4
Duplicate Remittance	5
Change Date	6
Change Medicare Number	7
Change PTAN	8
Main Menu	9

### **Eligibility - Option 2**

When the eligibility option is selected, the IVR will request the following elements:

- National Provider Identifier (NPI)
- PTAN (10-digit supplier number)
- Last 5 digits of the Tax Identification Number (TIN)
- Beneficiary Medicare number
- Beneficiary first and last name (last name and first initial if using touch-tone)
- Beneficiary date of birth
- Date of service

Once the authentication elements have been verified, the IVR will supply the following, if applicable:

- Part A and Part B effective/termination dates
- Current/prior year Part B deductible amounts
- Medicare Secondary Payer (MSP) type, insurer name, and effective/termination dates
- Medicare Advantage Plan number, name, address, telephone number and effective/termination dates
- Home health name, address, and effective/termination dates
- Hospice name, address, and effective/termination dates
- Date of death
- Corrected Medicare number

At any time during eligibility playback the caller can give the next Medicare number if multiple eligibility requests are needed.

### **CMN Status - Option 3**

When CMN status is selected, the IVR will request the following elements:

- National Provider Identifier (NPI)
- PTAN (10-digit supplier number)
- Last 5 digits of the Tax Identification Number (TIN)
- Beneficiary Medicare number
- Beneficiary first and last name (last name and first initial if using touch-tone)
- Beneficiary date of birth
- HCPCS code

Once the authentication elements have been verified, the IVR will supply the following, if applicable:

- Initial certification date
- Recertification date
- Revised date
- Length of need

At any time during CMN status playback the caller can give the next Medicare number if multiple CMN status requests are needed.

At the end of CMN status playback the caller has the option of saying; “change HCPCS” to obtain information on another HCPCS code for the same beneficiary.

### **Appeals - Option 4**

When the appeals option is selected, the IVR will request the following elements:

- National Provider Identifier (NPI)
- PTAN (10-digit supplier number)
- Last 5 digits of the Tax Identification Number (TIN)
- Beneficiary Medicare number
- Beneficiary first and last name (last name and first initial if using touch-tone)
- Beneficiary date of birth
- CCN

Once the authentication elements have been verified, the IVR will supply the following, if applicable:

- Document Control Number (DCN)
- All associated CCNs
- Appeal status
- Received date
- Dates of service
- Appeal decision

For appeals navigation options, please refer to the following:

### Appeals Navigation

Voice	Touch-Tone Entry
Repeat That	1
Next CCN	2
Previous CCN	3
Change CCN	4
Change Medicare Number	5
Change PTAN	6
Main Menu	7

### Financial - Option 5

When financial is selected, the IVR will request the following element:

- National Provider Identifier (NPI)
- PTAN (10-digit supplier number)
- Last 5 digits of the Tax Identification Number (TIN)

Once the authentication element has been verified, a submenu will ask if you want **Information about: Offsets (touch-tone 1), Voluntary Refunds (touch-tone 2), or Checks (touch-tone 3).**

**Note:** *For overpayments associated with 5 or more claims or Beneficiary Medicare Numbers, providers shall refer to their overpayment letter.*

### Information about Offsets

When information about offsets is selected, the IVR will request the following element:

- Financial Control Number (FCN)

The IVR will supply the following, if applicable:

- Nine digits of the Beneficiary Medicare number
- Date(s) of service
- Number of claims
- Offset amount
- Advises if offset has been satisfied

For offset navigation options, refer to the following:

### Offset Navigation

Voice	Touch-Tone Entry
Repeat That	1
Change Offset	2
Voluntary Refund	3
Change PTAN	4

### Voluntary Refunds

When the voluntary refunds option is selected, the IVR will request the following element:

- Check number

The IVR will supply the following, if applicable:

- Check amount
- Check date
- Check status
- Check status date
- DCN check was applied to
- Date applied to DCN
- Amount applied to DCN

For voluntary refund navigation options, refer to the following:

### Voluntary Refund Navigation

Voice	Touch-Tone Entry
Repeat That	1
Change Check Number	2
Change PTAN	3

### Checks

When the checks option is selected, the IVR will ask if you want **Checks by Date (touch-tone 1)** or **Last Three Checks (touch-tone 2)**.

When the “checks by date” option is selected, the IVR will request the following element:

- Check date

For both check options, the IVR will supply the following, if applicable:

- Total number of checks found
- Issue date
- Check date
- Check amount
- Check number
- Cashed date
- Check status (cashed/cancelled/voided/outstanding)
- Ability to order duplicate remittance

For checks navigation options, refer to the following:

### Checks Navigation

Voice	Touch-Tone Entry
Repeat That	1
Next Check	2
Previous Check	3
Duplicate Remittance	4
Change Date	5
Change PTAN	6
Main Menu	7

### **Pricing - Option 6**

When pricing is selected, the IVR will request the following elements:

- National Provider Identifier (NPI)
- PTAN (10-digit supplier number)
- Last 5 digits of the Tax Identification Number (TIN)
- HCPCS code
- HCPCS modifier (if none, say “no modifier”)
- State

Once the authentication elements have been verified, the IVR will supply the following:

- Allowed amount from the provider fee schedule

For pricing navigation options, refer to the following:

### Pricing Navigation

Voice	Touch-Tone Entry
Repeat That	1
Change HCPCS	2
Change Modifier	3
Change State	4
Main Menu	5

### **Same or Similar - Option 7**

The same or similar option only provides information on base codes, not related accessories or drugs. For example, if a beneficiary has a manual wheelchair (K0001) and leg rests (K0195), the same or similar option only provides equipment that is same or similar for the K0001. No information will be given on the K0195. The Certificate of Medical Necessity option is still available which can give accessories and/or drugs related to a base code.

When same or similar status is selected, the IVR will request and collect the following elements:

- National Provider Identifier (NPI)
- PTAN (10-digit supplier number)
- Last 5 digits of the Tax Identification Number (TIN)
- Beneficiary Medicare number
- Beneficiary first and last name (last name and first initial if using touch-tone)
- Beneficiary date of birth
- HCPCS code

Once the authentication elements have been verified, the IVR will supply the following, if applicable:

- Initial certification date
- Recertification date
- Revised date
- Length of need
- Same or Similar HCPCS code

At any time during same or similar status the caller can give the next Medicare number if multiple same or similar status requests are needed.

At the end of same or similar status playback the caller has the option of saying; “change HCPCS” to obtain information on another HCPCS code for the same beneficiary.

Providers must speak with a live customer service representative to obtain HCPCS codes beginning with the letters A, L, or V. The IVR will not search for the same or similar items listed below:

- Diabetic Supplies
- External Breast Prosthesis
- Eye Prosthesis
- Facial Prosthesis
- Knee Orthosis
- Lower Limb Prosthesis
- Orthotic Footwear
- Refractive Lenses
- Spinal Orthosis TLSO and LSO
- Surgical Supplies
- Therapeutic Shoes for Diabetics
- Tracheotomy Supplies
- Urological Supplies
- TENS Supplies

**Note:** *The same or similar option will provide information to the initial dates for HCPCS codes up to 5 years. The CMN option is still available which can give accessories and/or drugs related to a base code.*

## **Questions - Option 8**

When the questions option is selected, the IVR will present the caller with a submenu. Refer to the following for the submenu options.

Voice	Touch-Tone Entry	IVR Supplies
Phone Numbers	1	Commonly Requested Telephone Numbers
Addresses	2	Commonly Requested Addresses
Hours of Operation	3	Customer Service and IVR Hours
CERT Information	4	Overview of the Medicare Comprehensive Error Rate Testing (CERT) Program
Redeterminations	5	Overview of the Medicare Redetermination Process
Repeat That	6	
Main Menu	9	

## **Using Touch-Tone**

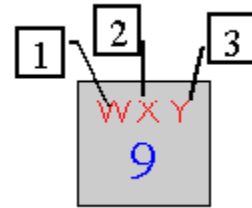
The IVR is programmed to allow for the entry of all data using touch-tone in the event the user is unable to successfully speak to the IVR. These instructions detail how to use touch-tone to enter various types of information requested by the IVR.

**Note:** *Providers can switch between voice and touch-tone throughout the call (e.g., voice for Medicare number and touch-tone for beneficiary name); however, you cannot combine speech and touch-tone when providing a single element (e.g., voice for the numbers in a Medicare number and then touch-tone for suffix).*

### Using Touch-Tone for Alpha-Numeric Elements

When a single touch-tone entry contains alpha and numeric information (e.g., Medicare number) utilize the following instructions.

Each button on the telephone keypad has a corresponding set of letters. Each letter is identified as a 1, 2, or 3 to indicate its position on that key.



Three keys are required to enter a letter.

### Examples:

Medicare number 155-55-5555W

Press:

The first nine digits of the Medicare number:



\* (star key) to indicate that you are about to enter a letter



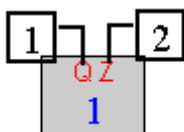
The key containing the letter W



The position of the letter on that key (1<sup>st</sup> position)



**Note:** For the letters Q and Z, assume they appear on the 1 key as shown.



### Common Letter Navigation

Letter	Touch-Tone Entry
A	*21
B	*22
C	*23
D	*31
M	*61
T	*81
W	*91
S	*73
Q	*11
Z	*12

#### **Using Touch-Tone for Beneficiary Names**

The format for entering the beneficiary's name is LAST NAME, FIRST INITIAL. Select the number key that represents the letter you wish to enter. For example, to enter the name John Doe, press 3-6-3-5 (entered as DOEJ). To enter the letters Q or Z, use the 1 key.