
Interactive Voice Response (IVR) Instructions

NHIC, Corp. has developed an Interactive Voice Response (IVR) system to assist you in gaining answers to numerous issues through a speech-enabled, self-service telephone interface driven by your voice or touch-tone. The IVR is available 7 days a week and 24 hours a day.

All actively enrolled providers must utilize the IVR for: Beneficiary Eligibility, Deductible, Claim Status, Check Status and Earnings to Date.

The IVR can also assist you with the following information: Seminars, Telephone Numbers, Addresses, Medicare News and Appeal Rights.

Our Customer Service representatives continue to be available to assist you with questions that cannot be answered by the IVR, such as policy questions, specific claim denial questions, 855 Application Status, and Redetermination Status (formerly Appeals).

Our Customer Service Representatives will assist providers with Beneficiary Eligibility, Deductible, Claim Status, Check Status and Earnings to Date **only if we are experiencing IVR system problems.**

Effective May 23, 2008 all IVR transactions will require authentication of your NPI (National Provider Identifier) and your PTAN (Provider Transaction Access Number).

Beginning April 6, 2009, per Change Request 6139, CMS will require the National Provider Identifier (NPI), Provider Transaction Access Number (PTAN), **and the last 5-digits of the tax identification number (TIN) or SSN of the provider** to utilize the IVR system.

The following pages will provide you with instructions for using our Interactive Voice Response System (IVR).

When using the IVR:

- Speak clearly and in a quiet environment
- Avoid using cell phones or speaker phones to call the IVR
- If services are being billed under a group, remember to speak the group NPI (National Provider Identifier) and group PTAN (Provider Transaction Access Number)
- Be sure to have your information organized before you call
- Utilize the touch-tone option if you are encountering problems with speech recognition

NHIC, Corp.

75 Sgt. William Terry Drive
Hingham, MA 02044
www.medicarenhic.com

TMP-EDO-0005 V5.0 Release date: 03/25/2009



Please refer to www.medicarenhic.com and click on “All Contacts” and “J14 A/B MAC Implementation” for IVR telephone information

Main Menu

Click on an option for further information on what you need to enter, and what the IVR will return. The Main Menu and subsequent menus can be navigated using speech or touch-tone. **You can also use touch-tone to enter your NPI numbers, PTAN numbers, Medicare Numbers, dates of service, dates of birth, procedure codes, and beneficiary names.** Instructions for using touch-tone to enter **HIC suffix, Patient Gender and Names** are below.

****Effective 6/1/2009 You must indicate the state where services were rendered: Massachusetts (1), Maine (2), New Hampshire (3), Vermont (4) or Rhode Island (5).**

Speak:	Touch-Tone*	Receive...
Eligibility	1	Complete Patient Eligibility Information including Part B effective date, deductible status, MSP information, MEDICARE ADVANTAGE PLAN status and Home Health.
Claim Status	2	A count of pending, finalized, and approved to pay claims is available through claim status option. Pending and finalized claim counts will be read once during your call and then the system will prompt for additional patient information to provide claim status. The IVR will start voicing claim status in the following order: paid, pending, denied/rejected in the order of the most recent denial. Providers are able to order a remittance notice for each claim from this option.
Checks	3	A submenu will allow you to select Check Information or your Earnings to Date. Check information will give you information by check number, check status or date range. Earnings to date will give month to date earnings, year to date earnings and approved to pay amount.

NHIC, Corp.

75 Sgt. William Terry Drive
Hingham, MA 02044
www.medicarenhic.com



Deductibles	4	Deductible information for the current and prior year.
Seminars	5	Referral to the website for the most updated information and a complete list of current seminars offered by the Education and Outreach staff.
Phone Numbers	6	A list of frequently requested phone numbers.
Addresses	7	A list of frequently requested addresses.
Medicare News	8	Multiple messages will be played if available.
Appeal Rights	9	A message outlining the three levels of appeal.

The following paragraphs describe, in detail, the requirements for each transaction.

1. Eligibility

For requests for Patient Eligibility, the IVR application will request and collect the following information:

1. Provider's NPI Number
2. Provider's PTAN Number
3. Last 5-digits of the tax identification number (TIN) or SSN of the provider
4. Patient Medicare Number
5. Patient Gender
6. Patient First and Last Name
7. Patient Date of Birth
8. Date of Service (Only required when file indicates MSP involvement and/or patient shows MEDICARE ADVANTAGE PLAN on file)

Note: When not sure of the pronunciation of patient's name, enter the name by touch-tone.

The IVR application will play back the following information to the caller:

- Part B Effective Date
- Part B Termination Date (if applicable)
- Current/Prior Deductible Status (Met/Not Met)

NHIC, Corp.

75 Sgt. William Terry Drive
Hingham, MA 02044

www.medicarenhic.com

TMP-EDO-0005 V5.0 Release date: 03/25/2009

- Amount of Partial Deductible Met (if applicable)
- Primary or Secondary Coverage Status
- MEDICARE ADVANTAGE PLAN Information (if applicable)
- Current/Prior year Physical Therapy amount used
- Current/Prior year Occupational Therapy amount used
- Home Health information (if applicable)

The caller will be allowed to specify another Medicare Number for multiple patient eligibility requests.

2. Claim Status

For requests for Claim Status, the IVR application will request and collect the following information from the caller:

1. Provider's NPI Number
2. Provider's PTAN Number
3. Last 5-digits of the tax identification number (TIN) or SSN of the provider
4. Patient Medicare Number
5. Patient First and Last Name
6. Date of Service

The IVR will provide the following information to the caller:

- Number of Claims for this patient for this date of service
- Claim Status (Paid, Pending, Denied/Rejected)
- Amount Submitted (for Paid, Pending, Denied/Rejected claims)
- Amount Allowed (for Paid claims)
- Amount Applied to Deductible (for Paid, if applicable)
- Amount Paid (for Paid claims)
- Payment Date (for Paid claims, if applicable)
- Check Number (for Paid claims, if applicable)
- Date Letter Sent to Patient/Provider (If additional information is needed for a pending claim)

For additional line item information, say *Claim Details* to hear:

- Control Number (for Processed and Denied claims)
- Procedure Code submitted
- Modifier submitted
- Line item amount submitted
- Line item amount allowed

NHIC, Corp.

75 Sgt. William Terry Drive
Hingham, MA 02044
www.medicarenhic.com

TMP-EDO-0005 V5.0 Release date: 03/25/2009

- Line item amount applied to deductible (if applicable)
- Denial Date (for Denied Claims)
- Denial Reason (for Denied Claims)

If multiple claims are available for the date, the information is repeated for each claim by saying *Next Claim*. Callers will have the option of changing the Service Date, Medicare Number, or Provider's PTAN Number for multiple requests for claims status.

3. Checks

A submenu will ask if you want information about Checks or Earnings to Date.

For Check Information, the IVR application will request and collect the following information:

1. Provider's NPI Number
2. Provider's PTAN Number
3. Last 5-digits of the tax identification number (TIN) or SSN of the provider
4. Check Number or Check Status or Range Date

The IVR will provide the following information to the caller:

- Check number (If Check Status or Check Date was provided by the Caller)
- Check issue date (If Check Status or Check Number was provided by the Caller)
- Check Status (If Check number or Check date was provided by the Caller)
- Check Issue Amount
- Check Last Activity Date
- Earnings to Date (month, year and approved to pay)

4. Deductibles

For requests for Patient Deductible Status, the IVR application will request and collect the following information from the caller:

1. Provider's NPI Number
2. Provider's PTAN Number
3. Last 5-digits of the tax identification number (TIN) or SSN of the provider
4. Patient Medicare Number
5. Patient Gender
6. Patient First and Last Name

NHIC, Corp.

75 Sgt. William Terry Drive
Hingham, MA 02044
www.medicarenhic.com

TMP-EDO-0005 V5.0 Release date: 03/25/2009

7. Patient Date of Birth

The following information will be played to the caller:

- Deductible Status for Current Year (Met/Not Met)
- Deductible Status for Prior Year (Met/Not Met)
- Amount of Partial Deductible Met for Current Year (if applicable)
- Amount of Partial Deductible Met for Prior Year (if applicable)

The caller will be allowed to specify another Medicare Number for multiple patient deductible status requests.

5. Seminars

Callers will be instructed to visit our website at www.medicarenhic.com for a current seminar schedule.

6. Phone Numbers

Callers requesting information for common phone numbers are presented with a list of the following:

- Customer Service
- Electronic Data Interchange (EDI)
- Railroad Medicare
- Coordination of Benefits

7. Addresses

Callers requesting information for common addresses are presented with a list of the following:

1. Appeals
2. Provider Enrollment
3. Written Inquiries

Contact addresses will be played when one of the items in the list is selected.

8. Medicare News

Callers requesting Medicare News information will be played a static voice segment that provides any Medicare News currently available. If there is no news available, the

system will inform callers that there is no Medicare News currently available at this time.

9. Appeal Rights

Callers requesting Appeal Rights information will be played a static voice segment that discusses appeal rights instructions.

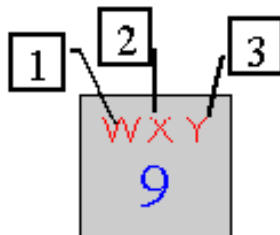
Using Touch-Tone

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 the various types of information requested by the IVR application.

Using Touch-Tone to Enter Letters

Use this function to enter the alpha suffix of the Medicare Number or letters in a procedure code. To enter a name, see below.

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



To enter a letter you must press three keys. Example, to enter Medicare number 155-55-5555W

Press:

NHIC, Corp.

75 Sgt. William Terry Drive
Hingham, MA 02044
www.medicarenhic.com

TMP-EDO-0005 V5.0 Release date: 03/25/2009



The first nine

digits of the Medicare number



To indicate that you are entering a letter

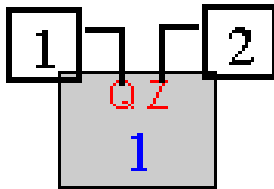


The key containing the letter W



The position of the letter on that key (1st position)

For the letters Q and Z, assume they appear on the 1 button as shown.



Touch-tone combinations for common Medicare Number suffixes:

Suffix:	Press :	Suffix:	Press :
A	*21	M	*61
B	*22	T	*81
C	*23	W	*91
D	*31		

NHIC, Corp.

75 Sgt. William Terry Drive
Hingham, MA 02044

www.medicarenhic.com

TMP-EDO-0005 V5.0 Release date: 03/25/2009

Using Touch-Tone to Enter Patient Gender

When using the IVR for Eligibility or Deductibles, you will be asked to enter the gender of the patient.

Press 1 for Male

Press 2 for Female

Using Touch-Tone to Enter 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.

Version	Date	Reviewed by	Approved by	Summary of Changes
1.0	6/12/08	Karen Chan	Mylene Clark	Original
2.0	1/14/09	Karen Chan	Mylene Clark	Update due to CR 6139
3.0	2/2/09	Karen Chan	Mylene Clark	Annual Review
4.0	3/3/09	Karen Chan	Mylene Clark	Update due to change in implementation for CR 6139
5.0	3/26/2009	Christine Sullivan	Mylene Clark	Add additional verification steps for authentication. Remove phone #s for J14 MAC due to multiple phone # changes with each segment transition
6.0	5/13/2009	Christine Sullivan	Mylene Clark	Added state prompt information in the Main Menu section