

# IVR FLOW CHART

## IVR GREETING

**IMPORTANT MESSAGES - Listen to message or hit # to Main Menu**

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

### Things you will need to use the IVR: NPI

PTAN formerly known as Provider #

Beginning April 6, 2009 CMS will also require the last 5-digits of the tax identification number (TIN) or SSN of the provider to utilize the IVR system

Beneficiary's Medicare #  
Beneficiary's first and last name  
Beneficiary's gender  
Beneficiary's date of birth  
Date of Service (DOS)

### Additional Feature:

The IVR allows you to obtain multiple transactions within one phone call. Within the options you may ask to "change" the following:

**In Eligibility** - Medicare #

**In Claim Status** - PTAN, Medicare # or date of service.

**In Checks** - PTAN

You may say Main Menu to obtain info from another option.

You may also ask the IVR to "repeat that" if you were not able to write down the information you needed.

	1 Eligibility	2 Claim Status	3 Checks	4 Deductibles	General Info Available
<b>Part A Effective dates</b>	<b>Claim Submission Summary</b>	<b>Check Information</b>	<b>Deductible Information</b>	<b>5 Seminars</b> - Offers web address	
<b>Part B Effective &amp; Termination dates</b>	<b>Number of Claims:</b> - Pending - Approved to Pay - Finalized	<b>Check info released by:</b> - Status - Check Number - Range of Dates	<b>"As of Today"</b> Amount of Partial Deductible for current and previous year	<b>6 Phone Numbers</b> - Customer Service Railroad Medicare Coordination of Benefits TDD Other IVR #	
<b>"As of Today" gives Current and Previous Year - Deductible PT/OT Limit Info</b>	<b>Claim Specific Info</b> Beneficiary and Date Specific Inquiries: # Claims found for DOS - Claim Status *Pending, *Approved, or *Denied - Claim Processing Details including Payment & Denial Messages - Order Duplicate Remittances	<b>Earnings to Date:</b> - Month - Year - Approved to pay		<b>7 Addresses</b> - Written Inquiries Appeals Provider Enrollment <b>8 Medicare News</b> Helpful Medicare Information	
<b>Additional Benefit Info - per DOS given:</b>				<b>9 Appeal Rights</b> - Includes descriptions of all 3 levels of appeals.	
<b>Medicare Advantage Plan</b> - Primary or Secondary - Home Health Episode					
<b>For just Deductibles - please select Option 4</b>					

You may alternate between using voice and touch tone throughout the call as the IVR is able to adjust appropriately. Touch tone instructions along with the complete instructions can be found on our website at: <http://www.medicarenhic.com>

As always, it is the policy of NHIC Corp. to consistently provide customer value and satisfaction in service through world-class leadership, continual improvement, measuring results, employee development, recognition and compliance.