MEDICARE PART B
INTERACTIVE VOICE RECOGNITION (IVR) SYSTEM

1-877-908-8431 – Jurisdiction F

Hours of Availability

CSR
Monday-Friday: 8 a.m. to 6 p.m. CT for AZ, ID, ND, MT, OR, SD, UT, WA and WY.
Monday-Friday: 8 a.m. to 7 p.m. CT for AK

IVR
Monday-Friday: 8 a.m. to 6 p.m. CT for claim status, financials, and procedure code pricing
24/7 for eligibility, seminars, phone numbers, addresses, and appeal rights.

The services are available for AK, AZ, ID, MT, ND, OR, SD, UT, WA, and WY.

Reminders:

• Call from a quiet environment using a telephone with a handset or headset.
• The use of speaker phones and cell phones is not recommended.
BACKGROUND

Noridian Healthcare Solutions (NHS) Interactive Voice Response (IVR) system is a self-service option for providers inquiring on patient eligibility, claim status, check information and other general information.

Please note that our customer service representatives (CSRs) continue to be available for claim specific and complex inquiries, but will only answer questions which cannot be answered by the IVR.

The Centers for Medicare & Medicaid Services (CMS) Change Request (CR) 3376 states,

“With an increasing claims volume comes an increasing number of Medicare provider inquiries. One important way to successfully manage the workload is to increase and enhance the self-service technology tools available to Medicare providers and to require providers to use these tools when appropriate... Provider telephone CSRs are not intended to answer questions that can be answered on the IVR; they shall refer the callers to the IVR. Contractors shall identify and contact providers who repeatedly call CSRs for information that is available on the IVR to assist them to effectively use the IVR, including transferring providers back into the IVR. At a minimum, such education should happen at the time of the inquiry to the CSR, but may, in some cases, require post-call reinforcement.”

IVR OPTIONS

Available States

One of the following states needs to be selected in order to continue to the Main Menu on the IVR.

<table>
<thead>
<tr>
<th>Vocal Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alaska</td>
</tr>
<tr>
<td>Arizona</td>
</tr>
<tr>
<td>Idaho</td>
</tr>
<tr>
<td>Montana</td>
</tr>
<tr>
<td>North Dakota</td>
</tr>
<tr>
<td>Oregon</td>
</tr>
<tr>
<td>South Dakota</td>
</tr>
<tr>
<td>Utah</td>
</tr>
<tr>
<td>Washington</td>
</tr>
<tr>
<td>Wyoming</td>
</tr>
</tbody>
</table>

Options Available

The following options can be accessed from the Main Menu by keying or speaking the selection as below. The IVR will not provide the touch tone options during the initial prompt.

<table>
<thead>
<tr>
<th>Touch-tone Option</th>
<th>Vocal Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Eligibility</td>
</tr>
<tr>
<td>2</td>
<td>Claim Status</td>
</tr>
<tr>
<td>3</td>
<td>Financials</td>
</tr>
<tr>
<td>4</td>
<td>Procedure Code Pricing</td>
</tr>
<tr>
<td>5</td>
<td>Seminars</td>
</tr>
<tr>
<td>6</td>
<td>Phone Numbers</td>
</tr>
<tr>
<td>7</td>
<td>Addresses</td>
</tr>
<tr>
<td>8</td>
<td>Appeal Rights</td>
</tr>
<tr>
<td>0</td>
<td>Representative, Agent</td>
</tr>
</tbody>
</table>
CUSTOMER SERVICE REPRESENTATIVE AND IVR OPTIONS AVAILABLE

The IVR options are accessed from the Main Menu by keying or speaking the selection as below. The IVR will not provide the touch tone options during the initial prompt. If there are questions regarding the information the IVR has provided and/or the nature of the inquiry cannot be completed by using the IVR's features, speak “operator,” or press zero to be transferred from the IVR to a Customer Service Representative during the business hours located on the “Contacts” page.

MAIN MENU

The following is the “Main Menu.” When navigating within the IVR, callers may speak “Main Menu” to return to this high-level menu option.

<table>
<thead>
<tr>
<th>Touch-tone Option</th>
<th>Vocal Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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<tr>
<td>2</td>
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</tr>
<tr>
<td>3</td>
<td>Financials</td>
</tr>
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<td>Procedure Code Pricing</td>
</tr>
<tr>
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</tr>
<tr>
<td>7</td>
<td>Addresses</td>
</tr>
<tr>
<td>8</td>
<td>Appeal Rights</td>
</tr>
<tr>
<td>0</td>
<td>Representative, Agent</td>
</tr>
</tbody>
</table>
THE IVR IS EASY TO USE

Have the following information available when calling the IVR:

- National Provider Identifier (NPI)
- Provider Transaction Access Number (PTAN)
- Last Five Digits of Tax Identification Number (TIN)

If calling on a specific beneficiary or claim, have the following additional information available:

- Beneficiary Name
- Beneficiary Medicare Number
- Beneficiary Date of Birth
- Date of Service

Helpful Hints

- Call from a quiet environment
- Speak clearly and naturally into the telephone
- Bypass the upfront messaging by saying “Main Menu” or pressing the # key on the telephone keypad
- Selections may be keyed or spoken without waiting for the entire prompt to play
- Say “Main Menu” at any time to go back to the beginning of the call flow
- If the IVR is having difficulty with the information as spoken, try keying the information with the telephone keypad
- Review the section Utilizing the TouchTone Features as the method for entering beneficiary names using the telephone keypad varies from the method used to enter the Medicare Number, NPI, PTAN, and TIN
- Enter the full Medicare number including alpha character(s)

**IMPORTANT:** Failure to provide the IVR with all the necessary information may result in inaccurate or incomplete results being returned.
UTILIZING THE TOUCH-TONE FEATURES

The IVR is programmed to allow data entry using touch-tone in the event the user is unable to successfully speak to the IVR.

When using the touch-tone feature, you must enter ALL components of the specific data via the telephone keypad. The system will not recognize a combination of speech and touch-tone entries within the same piece of data.

Using the Touch-Tone Feature to Enter Names

The format for entering the beneficiary’s name from 6 a.m. to 8 p.m. Central time is full first name, full last name. A single key entry is used for each letter of the name.

<table>
<thead>
<tr>
<th>Beneficiary Name (last name, first initial)</th>
<th>Key Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doe, Joe</td>
<td>363563</td>
</tr>
</tbody>
</table>

When calling outside of 6 a.m. to 8 p.m. CST, the IVR will request the first letter of the beneficiary’s first name. Once this is successfully obtained, it will request the first six letters of the beneficiary’s last name. A three key combination must be used to key each letter. Below are some examples of how to key the name.

<table>
<thead>
<tr>
<th>Beneficiary Name (last name, first initial)</th>
<th>Key Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Initial=J</td>
<td>*51</td>
</tr>
<tr>
<td>First six of last name= Doe</td>
<td><em>31</em>63*32</td>
</tr>
</tbody>
</table>

In the example below, the beneficiary’s last name consists of two names. An entry is not required for the space between hyphenated last names, etc. Enter the first six letters even if there is a space or hyphen between last names.

<table>
<thead>
<tr>
<th>Beneficiary Name (last name, first initial)</th>
<th>Key Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Initial=J</td>
<td>*51</td>
</tr>
<tr>
<td>First six of last name= DoeMas</td>
<td><em>31</em>63</td>
</tr>
<tr>
<td></td>
<td><em>32</em>61</td>
</tr>
<tr>
<td></td>
<td><em>21</em>74</td>
</tr>
</tbody>
</table>

Note: During the times of 6 a.m. to 8 p.m. CST, the IVR may require users to enter the name using the three-key combination. It will be identifiable because the IVR will specifically ask for the first initial and then the first six letters of the last name.
UTILIZING THE TOUCH-TONE FEATURES (CONTINUED)

Using the Touch-Tone Feature to Enter a Medicare Number, NPI, PTAN, or TIN

To enter a numeric value, simply use the corresponding number on the telephone keypad. The three key combination works as follows:

- Select the *(star) key
- Select the key on the telephone keypad which contains the letter
- Select the key which represents the position on the letter on the keypad

Example: PTAN 55t551 Key Entry: 55*81551

See the conversion tables below for complete listings of letters and their corresponding one-key and three-key combinations.

### One Key Conversion Table

<table>
<thead>
<tr>
<th>Letter</th>
<th>Key Combo</th>
<th>Letter</th>
<th>Key Combo</th>
<th>Letter</th>
<th>Key Combo</th>
<th>Letter</th>
<th>Key Combo</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>2</td>
<td>H</td>
<td>4</td>
<td>O</td>
<td>6</td>
<td>U</td>
<td>8</td>
</tr>
<tr>
<td>B</td>
<td>2</td>
<td>I</td>
<td>4</td>
<td>P</td>
<td>7</td>
<td>V</td>
<td>8</td>
</tr>
<tr>
<td>C</td>
<td>2</td>
<td>J</td>
<td>5</td>
<td>Q</td>
<td>1</td>
<td>W</td>
<td>9</td>
</tr>
<tr>
<td>D</td>
<td>3</td>
<td>K</td>
<td>5</td>
<td>R</td>
<td>7</td>
<td>X</td>
<td>9</td>
</tr>
<tr>
<td>E</td>
<td>3</td>
<td>L</td>
<td>5</td>
<td>S</td>
<td>7</td>
<td>Y</td>
<td>9</td>
</tr>
<tr>
<td>F</td>
<td>3</td>
<td>M</td>
<td>6</td>
<td>T</td>
<td>8</td>
<td>Z</td>
<td>2</td>
</tr>
<tr>
<td>G</td>
<td>4</td>
<td>N</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Three Key Conversion Table

<table>
<thead>
<tr>
<th>Letter</th>
<th>Key Combo</th>
<th>Letter</th>
<th>Key Combo</th>
<th>Letter</th>
<th>Key Combo</th>
<th>Letter</th>
<th>Key Combo</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>*21</td>
<td>H</td>
<td>*42</td>
<td>O</td>
<td>*63</td>
<td>U</td>
<td>*82</td>
</tr>
<tr>
<td>B</td>
<td>*22</td>
<td>I</td>
<td>*43</td>
<td>P</td>
<td>*71</td>
<td>V</td>
<td>*83</td>
</tr>
<tr>
<td>C</td>
<td>*23</td>
<td>J</td>
<td>*51</td>
<td>Q</td>
<td>*11</td>
<td>W</td>
<td>*91</td>
</tr>
<tr>
<td>D</td>
<td>*31</td>
<td>K</td>
<td>*52</td>
<td>R</td>
<td>*72</td>
<td>X</td>
<td>*92</td>
</tr>
<tr>
<td>E</td>
<td>*32</td>
<td>L</td>
<td>*53</td>
<td>S</td>
<td>*73</td>
<td>Y</td>
<td>*93</td>
</tr>
<tr>
<td>F</td>
<td>*33</td>
<td>M</td>
<td>*61</td>
<td>T</td>
<td>*81</td>
<td>Z</td>
<td>*12</td>
</tr>
<tr>
<td>G</td>
<td>*41</td>
<td>N</td>
<td>*62</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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If asked to confirm the letter at the end of the Medicare number, key or speak the following:
1 – B as in Boy
2 – D as in Dog
3 – T as in Tom
4 – None of these
If asked to confirm the letter at the end of the Medicare number, key or speak the following:

1 – B as in Boy
2 – D as in Dog
3 – T as in Tom
4 – None of these

Claim Status
Option 2

Key or Speak
- NPI
- PTAN
- Last 5 digits of the TIN
- Patient Medicare Number
- Patient First and Last Name
- Dates of Service - starting and ending dates

Information Provided
- Claim Status (Processed, Denied, Pending, etc)
- Amount submitted
- Allowed Amount
- Paid Amount
- Payment Date
- Check Number

To request a duplicate remittance for the claim, say “duplicate remittance.”

“Claim Details”
- Reason Code and Narrative
- Provider Reimbursement
- Deductible and Coinsurance Applied
- Total Non-covered Charges
- Document Control Number (DCN)
- Procedure Code
- Modifier
- IDC-10 Diagnosis Code

At any time you may say:
Repeat That, Next Claim, Previous Claim, or Claim Details. You can also change the Medicare number, NPI or PTAN numbers.
FINANCIALS

Financials Option 3

Checks
- Key or Speak
  - NPI
  - PTAN
  - Last 5 digits of TIN
  - Check date, check number or status
- Information Provided
  - Check Issue Date
  - Check Amount
  - Check Number

Offsets Information
- Key or Speak
  - NPI
  - PTAN
  - Last 5 digits of the TIN
  - FCN (Financial Control Number)
- Information Provided
  - Patient's name
  - Date of service

Payment Summary Information
- Key or Speak
  - NPI
  - PTAN
  - Last 5 of TIN
- Information Provided
  - Number of claims and dollar amount pending
  - Month-to-date and year-to-date information
  - Approved to pay amount

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PROCEDURE CODE PRICING

Procedure Code Pricing
Option 4

Key or Speak
• NPI
• PTAN
• Last 5 digits of the TIN
• Procedure code
• Modifier (if applicable)
• Place of Service
• Zip Code
• Date of Service

Information Provided:
The allowed amount
PHONE NUMBERS

Phone Numbers
Option 6

Phone numbers available on the IVR
Railroad Medicare
TTY
Addresses available on the IVR
1. Claims
2. Correspondence
3. Written Appeals and Redeterminations
4. MSP
5. Provider Enrollment Applications
6. Refund Checks
7. EDI Support
8. Fraud and Abuse
APPEAL RIGHTS

Appeal Rights
Option 8

Information Provided:
• Appeal rights
• The levels of appeal
• Phone number for phone reopenings.
CUSTOMER SERVICE REPRESENTATIVE

Customer Service Representative
Option 0

Key or Speak
• NPI
• PTAN
• Last 5 digits of TIN

If the NPI, PTAN, and TIN are not available, indicate “Representative” or “Agent” to skip the provider authentication.

• Last 5 digits of TIN