Jurisdiction A

DME Interactive Voice Recognition (IVR) System

IVR Phone Number
866-419-9458

Eligibility is available 24 hours a day 7 days a week

The IVR self-service features that require claim-processing system access are available:

Monday – Friday: 6:00 a.m. – 9:00 p.m. ET
Saturday: 6:00 a.m. – 4:00 p.m. ET

Those options are: Claim Status, Pricing, Same or Similar HCPCS Lookup, Duplicate Remittance Advice, Provider Enrollment, Financial and Appeals

The IVR is available 24 hours a day for quick access to general questions including phone numbers, addresses, and pricing information.

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.
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>The IVR is Easy to Use</td>
<td>4</td>
</tr>
<tr>
<td>Helpful Hints</td>
<td>4</td>
</tr>
<tr>
<td>Utilizing the Touch-Tone Features</td>
<td>4</td>
</tr>
<tr>
<td>Using the Touch-Tone Feature to Enter Names</td>
<td>5</td>
</tr>
<tr>
<td>CUSTOMER SERVICE REPRESENTATIVE AND IVR OPTIONS AVAILABLE</td>
<td>7</td>
</tr>
<tr>
<td>MAIN MENU</td>
<td>7</td>
</tr>
<tr>
<td>CLAIM STATUS</td>
<td>8</td>
</tr>
<tr>
<td>ELIGIBILITY</td>
<td>9</td>
</tr>
<tr>
<td>Eligibility Details</td>
<td>10</td>
</tr>
<tr>
<td>SAME OR SIMILAR HCPCS LOOKUP</td>
<td>11</td>
</tr>
<tr>
<td>TELEPHONE REOPENINGS</td>
<td>11</td>
</tr>
<tr>
<td>USER SECURITY</td>
<td>12</td>
</tr>
<tr>
<td>OTHER</td>
<td>12</td>
</tr>
<tr>
<td>Financial</td>
<td>12</td>
</tr>
<tr>
<td>Appeals</td>
<td>13</td>
</tr>
<tr>
<td>Duplicate Remittance Advice</td>
<td>14</td>
</tr>
<tr>
<td>Power Mobility Device Prior Authorization</td>
<td>15</td>
</tr>
<tr>
<td>Provider Enrollment/PECOS Lookup Tool</td>
<td>16</td>
</tr>
<tr>
<td>Questions</td>
<td>17</td>
</tr>
<tr>
<td>Customer Service Representative</td>
<td>18</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 Touch Tone 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)
- Use the Same and Similar HCPCS Lookup menu option when checking for previous equipment on file
- The appropriate modifier must be provided when checking for same or similar equipment on file.
- If checking for equipment more than 5 years old, call the DME Jurisdiction D Supplier Contact Center

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>
<tr>
<td></td>
<td>D = 3, O = 6, E = 3, J = 5, O = 6, E = 3</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></td>
<td>J=*51</td>
</tr>
<tr>
<td>First six of last name= Doe</td>
<td><em>31</em>63*32</td>
</tr>
<tr>
<td></td>
<td>D=*31, O=*63, E=*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></td>
<td>J=*51</td>
</tr>
<tr>
<td>First six of last name= DoeMas</td>
<td><em>31</em>63*32</td>
</tr>
<tr>
<td></td>
<td>D=*31, O=*63, E=*32, M=*61, A=*21, S=*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.

<table>
<thead>
<tr>
<th>One Key Conversion Table</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter</td>
</tr>
<tr>
<td>A</td>
</tr>
<tr>
<td>B</td>
</tr>
<tr>
<td>C</td>
</tr>
<tr>
<td>D</td>
</tr>
<tr>
<td>E</td>
</tr>
<tr>
<td>F</td>
</tr>
<tr>
<td>G</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Three Key Conversion Table</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter</td>
</tr>
<tr>
<td>A</td>
</tr>
<tr>
<td>B</td>
</tr>
<tr>
<td>C</td>
</tr>
<tr>
<td>D</td>
</tr>
<tr>
<td>E</td>
</tr>
<tr>
<td>F</td>
</tr>
<tr>
<td>G</td>
</tr>
</tbody>
</table>

CPT codes, descriptors, and other data are copyright 2012 American Medical Association (or such other date of publication of CPT). All Rights Reserved. Applicable FARS/DFARS apply. This article applies to all Noridian administered states unless otherwise noted in the article.
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>
<td>Claim Status</td>
</tr>
<tr>
<td>2</td>
<td>Eligibility</td>
</tr>
<tr>
<td>3</td>
<td>Same and Similar/CMN Status</td>
</tr>
<tr>
<td>4</td>
<td>Telephone Reopenings</td>
</tr>
<tr>
<td>5</td>
<td>User Security</td>
</tr>
<tr>
<td>6</td>
<td>Other</td>
</tr>
</tbody>
</table>
CLAIM STATUS

Claim Status
Option 1

Key or Speak
- NPI
- PTAN
- Last 5 digits of Tax ID

Claim Status Provides
- Status of claim
- Submitted Amount
- Allowed Amount
- Payment/Denial Date
- Check Number

Claim Details Provides
- Claim Control Number
- Number of Line Items
- Claim Line Details:
  - Date of Service
  - Amount Submitted
  - HCPCS Code
  - Diagnosis Submitted

Overlapping Claims

Key or Speak
- Beneficiary’s Medicare Number
- Beneficiary’s First Name, Last Name
- Date of Service
- HCPCS Code

Overlapping Claims Provides
- To and From Date of Service
- Allowed Amount
- Number of Units Billed
- Supplier Name
- Supplier Phone Number
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

**ELIGIBILITY**

**Eligibility**
- Option 2

**Key or Speak**
- NPI
- PTAN
- Last 5 digits of Tax ID
- Beneficiary’s Medicare Number
- Last 5 digits of Tax ID
- Beneficiary’s First Name, Last Name
- Beneficiary’s Date of Birth
- Date of Service

**Information Provided**
- Parts A and B Effective Dates
- Parts A and B Termination Dates
- Part B Deductible
- New Medicare Number if Applicable
- HMO Name and Phone Number
- MSP Information
- Home Health Hospice Dates

**Eligibility Details**

**Hospital and Skilled Nursing Facility (SNF) Episodes**
- Information Provided:
  - Admission Dates
  - Discharge Dates
  - NPI of the Facility

**Date of Death**
- Information Provided:
  - Date of Death

**MSP Information**
- Information Provided:
  - MSP Name
  - Record Dates
Eligibility Details

Hospital and Skilled Nursing Facility (SNF) Episodes
The admission and/or discharge date(s) of the SNF or inpatient hospitalization as well as the facilities’ NPI to assist the supplier by using the NPESS website, https://nppes.cms.hhs.govNPPESNPIRegistryHome.do, is provided. If there are multiple records, the IVR will return the most current record before offering the “next record” and continue through reverse chronological order of available records.

Date of Death
Date of death information can be provided when a caller prompts the IVR for that date by selecting this option from the eligibility details navigation options menu.

Medicare Secondary Payer (MSP)
MSP information includes notification if the beneficiary has multiple primary insurance company policies according to national records provided.
SAME OR SIMILAR HCPCS LOOKUP

HCPCS Code Lookup
Key or Speak
- Beneficiary’s Medicare Number
- Beneficiary’s First Name, Last Name
- Date of Birth
- HCPCS Code
- Modifier Used

Oxygen Rental Count
Key or Speak
- Beneficiary’s Medicare Number
- Beneficiary’s First Name, Last Name
- Date of Birth
- HCPCS Code
- Modifier Used (RR)

A-L-V Code Lookup
Key or Speak
- Beneficiary’s Medicare Number
- Beneficiary’s First Name, Last Name
- Date of Birth
- HCPCS Code
- Date of Service

Information Provided
- HCPCS Code and Modifier
- Initial Date on File
- Recertification Date*
- Last Date Item was Billed*
- Supplier Name
- Supplier Phone Number

Information Provided
- Rentals on Same or Similar Oxygen Code Provided (If you are inquiring on both Stationary and Portable, two inquiries must be performed).

Information Provided
- HCPCS Code Found
- Modifier Used*
- Last Date Item was Paid
- Supplier Name
- Supplier Phone Number

* If applicable to the code in question

TELEPHONE REOPENINGS

Telephone Reopenings
Option 4

Key or Speak
- NPI
- PTAN
- Last 5 digits of Tax ID

Call will be transferred to a Telephone Reopenings Representative.

CPT codes, descriptors, and other data are copyright 2012 American Medical Association (or such other date of publication of CPT). All Rights Reserved. Applicable FARS/DFARS apply. This article applies to all Noridian administered states unless otherwise noted in the article.
OTHER

Appeals

Note: If the claim was submitted multiple times, the appeal will be attached to the first claim submission denied with appeal rights. Be sure to enter the CCN for the first claim submission denied with appeal rights even if a subsequent CCN was entered on the appeal form.
duplicate remittance advice

other option 6

sub-menu option 3
duplicate remittance

key or speak
- npi
- ptan
- last 5 digits of tax id

order by check number and date

key or speak
- 11 digit check number
- check or processed date (if keying, use mm/dd/yyyy format)

order by claim control number and date

key or speak
- 14 digit claim control number
- check or processed date (if keying, use mm/dd/yyyy format)

note: the ivr will advise whether the request was successful or not.
OTHER

Power Mobility Device Prior Authorization

Key or Speak

- NPI
- PTAN
- Last 5 digits of Tax ID
- Beneficiary's Medicare Number
- Beneficiary's First Name, Last Name
- Beneficiary's Date of Birth
- HCPCS Code

Information Provided:
- Date of Receipt
- Decision (Affirmative or Non-Affirmative) with Unique Tracking Number (UTN) if Finalized.
OTHER

Provider Enrollment/PECOS Lookup Tool

Other Option 6

Sub-Menu Option 5
PECOS Lookup (Provider Enrollment)

Key or Speak
- Referring / Ordering Physician NPI
- Referring / Ordering Physician Name (First Name, Last Name, No Middle Initial, No Credentials)

Information Provided:
- Enrollment status of the referring physician in the Provider Enrollment, Chain, and Ownership System (PECOS)
OTHER

Questions

Information Available
- Phone Numbers
- Address
- Claims
- Redetermination Request
- Correspondence
- Electronic Funds Transfer (EFT)
- Form Common Electronic Date Interchange (CEDI) Supplier Enrollment
- Supporting Documentation
- Administrative Law Judge (ALJ) Request
- Hours of Operation
- Comprehensive Error Rate Testing (CERT)
- Redeterminations
OTHER

Customer Service Representative

Key or Speak
- NPI
- PTAN
- Last 5 digits of Tax ID

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

Note: Authenticating saves the caller time on the call by providing key information prior to speaking with a representative.