

## Member Eligibility Verification Procedures

### Automated Member Verification System

The phone number for the Automated Member Verification (AMVS) is:

1-800-655-7947     or     1-254-298-3216

This line will be answered with a greeting welcoming you to the AMVS system. You will then be instructed to enter pertinent information via the keypad on your touch-tone telephone.

To log in please enter your Provider Number # (it will let you know when verified)

Disclaimer given.

To verify member eligibility, press 1

Enter Member 9 digit member #

Enter Date of Birth for member (00/00/0000)

What date will service be rendered:

Press 1 for today's date

Press 2 for another date

System will confirm member information, eligibility, benefits and give you a confirmation number.

Repeat information, Press 1

Spelling of name, Press 2

Name of Primary Care Physician, Press 3

Copay information, Press 4

Fax of information, Press 5

Another verification, Press 6

End call, Press 7

1. To be transferred to Membership Associate, Press 0