



## Provider IVR Instructions

1. Dial 1-800-655-7947 or dial 1-800-321-7947 and press 1
2. Enter your individual NPI or Tax ID Number (TIN)
3. Enter the Member ID Number
4. Enter the member's date of birth (DOB)
5. Choose an option:
  - a. Press 1: Enrollment Status
  - b. Press 2: Claim Status
  - c. Press 3: Benefit Details
    - i. Press 1: Medical Benefits
      1. Press 1: Office Visit
      2. Press 2: Therapy
      3. Press 3: Durable Medical Equipment
      4. Press 4: Other Coverage
    - ii. Press 2: Pharmacy Benefits – Routes to a Customer Service Advocate
    - iii. Press 3: Dental Benefits – Routes to a Customer Service Advocate
    - iv. Press 4: Vision Benefits – IVR will provide benefits for plans with vision wear and routine vision exam benefits administered by SWHP; plans with benefits administered by Superior/Block Vision will be referred to Superior/Block Vision for assistance
    - v. Press 5: Behavioral Health Benefits – Routes to a Customer Service Advocate
  - d. Press 4: Claim Mailing Address

**NOTE: Every option will allow the provider to ask the IVR to repeat information, for more information, change members, change providers, and speak with a live Customer Service Advocate.**



## Provider IVR Frequently Asked Questions (FAQs)

1. How do I reach the new provider IVR?  
**Answer: You can dial the direct phone number for the IVR (1-800-655-7947), or you can dial our main customer service phone number (1-800-321-7947) and select option 1.**
2. What kind of information can I get on the IVR?  
**Answer: You can get information about the member's enrollment status, claim information, claim address, and benefit information.**
3. Will the IVR provide the member's deductible, out-of-pocket maximum, and any amounts that have been satisfied?  
**Answer: Yes, the IVR will provide the member's individual deductible and out-of-pocket maximum information.**
4. What information do I need to provide to use the IVR?  
**Answer: You will need your individual National Provider Identifier (NPI) or Tax ID Number (TIN), member's 11-digit ID number, and member's date of birth (DOB).**
5. Will I have the option to speak with a live Customer Service Advocate?  
**Answer: Yes, there is an option to speak with a live Customer Service Advocate within the IVR menu options.**
6. When I call about a claim and want to speak with a Customer Service Advocate, will I be able to speak with an Advocate?  
**Answer: Yes, you will. If you need to speak with a Customer Service Advocate after checking claims on the IVR, you will be routed to an Advocate for assistance.**
7. What if the provider IVR is unavailable or is having technical difficulties?  
**Answer: If the IVR is unavailable or having technical difficulties, you will be routed to a Customer Service Advocate for assistance. Please report any issues to the Customer Advocacy Department.**
8. What happens if one NPI number applies to multiple providers?  
**Answer: You will be routed to a Customer Service Advocate if the IVR cannot identify an individual NPI.**
9. What are the hours of operation for the IVR?  
**Answer: The provider IVR will be available 24 hours a day, 7 days a week. To speak with a live Customer Service Advocate about a claim, please call between 7:00 a.m. – 5:00 p.m., Monday through Friday.**

Main Phone #:  
1-800-321-7947  
(select option 1)

Direct Dial IVR:  
1-800-655-7947

Provider IVR

Validation of provider and member

**Opt 1: Enrollment Status**

Provides the following info:

- Most recent effective date
- Pre-existing status
- Group Number
- Explains to use Member ID and date of birth for claim submission

**Opt 2: Claim Status**

Validation of Date of Service

Provides the following info:

- Claim #
- Date of Service
- Total Charge
- Total Allowed
- Total Paid/Denied
- Date of check/EOP and where it was mailed
- Bulk check amount
- Total member responsibility

**Opt 3: Benefit Detail**

**Opt 2: Pharmacy**

- Routes to CSA

**Opt 3: Dental**

- Routes to CSA

**Opt 5: Behavioral Health**

- Routes to CSA

**Opt 4: Claims Address**

**Opt 1: Medical**

- Standard OV
- Specialist OV
- Preventative OV
- Physical & Occupational Therapy
- Durable Medical Equipment
- Emergency Room
- Urgent Care
- Other OP Services
- Lab, X-ray, and Imaging

**Opt 4: Vision**

- Refers to Superior (Block) Vision
- Vision Wear
- Routine Eye Exam
- Specialist OV
- Diagnostic Testing

Every option will allow the provider to ask the IVR system to repeat information, ask more information, change members, change providers and speak with a live agent.

A Maces footprint will also be available for any provider IVR phone call.

IVR = Interactive Voice Response

CSA = Customer Service Advocate

OV = Office Visit

EOP = Explanation of Payment