

# Provider phone guide

Our automated phone system utilizes speech recognition to enhance your call experience. When you contact us, the system will prompt you to verbally state the reason for your call. If you prefer to use the menu instead, simply remain silent when the IVR asks for your reason; the system will then provide the menu options.

## After the welcome statement, the system will ask you to identify yourself.

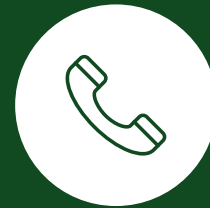
- Hospitals, doctors or medical facilities, should say “provider.”

## Examples of inquiries:

| Reason for call   | State                         |
|---|-------------------------------|
| A doctor’s bill, claim or the amount owed                           | “claims”                      |
| Status or information on a referral or authorization                | “referral” or “authorization” |
| Eligibility, benefits, catastrophic cap, deductible or copay amount | “eligibility” or “benefits”   |

## Helpful hints for using the system:

- If you need a reference number, you will be asked to use the provider’s Tax ID, or TIN, as well as the date of the inquiry.
- Use short phrases, when possible. “Claim status” is easier to understand than, “I’m calling about a doctor’s bill.”
- For the best results, minimize background noise and speak directly into the phone.
- You may need to clarify the reason for your call. You might hear, “You’re calling about referrals, is that right?” You can answer “yes” or “no.” If you answer “no,” you will hear another prompt.
- After being prompted three times for the call reason, other menu options will be offered.



**(800) 444-5445**

**Monday – Friday  
8 a.m. – 6 p.m.**