IVR Reopening Request Help Sheet

Provider B IVR (Option 2/4)

To make your experience easier and faster, we suggest you have the following information available when calling the IVR. The IVR Name to Touchtone Converter is available at www.fcso.com, under Tools & Tips in the IVR section.

NPI	TIN	PTAN	HIC#	Patient's Name	Date of Birth	ICN	DOS	Denied Procedure Code	Notes for Request Type	Request Accepted via the IVR
10 Digit National Provider Identifier (0123456789)	Last 5 Digits Tax Identification Number (56789)	Provider Transaction Access Number (12345)	Patiet's Medicare Number (123456789A) (123456789*21#)	First Six Letters of Last Name, First Initial (Brand, N) (*22,*73,*21,*62,*31#, *62#)	Patient's DOB (01/01/01)	13 Digit Internal Control Number (01234567891234)	6 Digit Date of Service (MM/DD/YY)	5 Digit CPT Code (12345)	**Change to Date of Service to** MM/DD/YY **Change Diagnosis (DX) Code** 111.11 **Add, Delete, Change Modifie**r - (ie. Add 59	Yes or No

Callers Name:_____

Callers 3 Digit Area Code and Telephone Number: (_____)_____