

# IVR Reopening Request Help Sheet

**FL Provider B IVR 1-877-847-4992 (Option 2/3)**

To make your experience easier and faster, we suggest you have the following information available when calling the IVR. The IVR Touchtone Converter is available at [medicare.fcso.com](http://medicare.fcso.com), in the IVR resources section.

NPI	PTAN	Tax ID	Medicare ID#	Patient's Name and Date of Birth	ICN	DOS	Denied Procedure Code	Notes for Request Type	Request Accepted via the IVR
10 Digit National Provider Identifier (0123456789)	Provider Transaction Access Number (12345)	Last 5 digits of the Tax Identification Number	Patient's Medicare Number (HIC or MBI)	First Six Letters of Last Name, First Initial (Brand, N) (*22,*73,*21,*62,*31#, *62#)	13 Digit Internal Control Number (01234567891234)	6 Digit Date of Service (MM/DD/YY)	5 Digit CPT® Code (12345)	<ul style="list-style-type: none"> <li>• Change to Date of Service to MM/DD/YY</li> <li>• Change Diagnosis (DX) Code 111.11</li> <li>• Add, Delete, Change Modifier - (e.g., Add 59 Modifier)</li> <li>• Change procedure code and billed amount</li> <li>• Change quantity billed and billed amount</li> </ul>	Yes or No

Caller's Name: \_\_\_\_\_

MCSC WFM IVR

Caller's 3 Digit Area Code and Telephone Number: \_\_\_\_\_

4/15/2019