**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, in the IVR resources section.

<table>
<thead>
<tr>
<th>NPI</th>
<th>PTAN</th>
<th>Tax ID</th>
<th>Medicare ID#</th>
<th>Patient’s Name and Date of Birth</th>
<th>ICN</th>
<th>DOS</th>
<th>Denied Procedure Code</th>
<th>Notes for Request Type</th>
<th>Request Accepted via the IVR</th>
</tr>
</thead>
</table>
| 0123456789 (12345) | Last 5 digits of the Tax Identification Number | 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) | • Change to Date of Service to MM/DD/YY  
• Change Diagnosis (DX) Code 111.11  
• Add, Delete, Change Modifier - (e.g., Add 59 Modifier)  
• Change procedure code and billed amount  
• Change quantity billed and billed amount | Yes or No |

Caller’s Name: ___________________________  
Caller’s 3 Digit Area Code and Telephone Number: ___________________________  
4/15/2019