



IVR Reopening Request Help Sheet

FL Provider B IVR 1-877-847-4992 (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 medicare.fcso.com, in the IVR and Tools Center sections.

NPI	PTAN	HIC#	Patient's Name	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)	Patient's Medicare Number (123456789A) (123456789*21#)	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"> • 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: _____

MCSC WFM IVR

Caller's 3 Digit Area Code and Telephone Number: _____

8/19/2013

