

## Medicare Provider Part A

## IVR Quick Reference Guide

877-602-8816

### HELPFUL TIPS WHEN USING THE IVR:

- Use a telephone with a handset or headset
- Avoid using a speakerphone or cell phone
- Avoid calling from areas with loud background noise.
- Speak the requested information clearly

### AREAS WHERE VALIDATION IS REQUIRED:

- Status Items - National Provider Identifier (NPI), Provider Transaction Access Number (PTAN), Tax Identification Number (TIN), Beneficiary Medicare ID and Name as shown on the Medicare Card, Date of Service.
- Eligibility Items - NPI, TIN, PTAN, Patient Medicare Number and Name as shown on the Medicare Card, Date of Birth
- Pending Provider Claims - NPI, TIN, and PTAN
- Provider Check Information - NPI, TIN, and PTAN

To enter the alphabetical portion of any name or number, you must indicate you are entering an alphabetical character, by pressing the \* key. Second, press the key containing the letter you wish to enter. Third, press the number 1, 2 or 3 depending on the position of the number of that key. (#) should be used at the very end.

For Example: To enter A, press \*, 2, 1#  
To enter B, press \*, 2, 2#

Voice dates as March 31<sup>st</sup>, 2008. When keying required, enter the two-digit month, two-digit day, and the 4-digit year (Both 2 and 4 digit year accepted when using touchtone only.)

### MAIN MENU

- For training and holiday closures, hot topics, upcoming events, and frequently asked questions, press **1**
- For claim status and RTP requests, press **2**
- For check information, press **3**
- For publications info, press **4**
- For eligibility, press **5**
- For remittance code definition, press **6**
- For enrollment information, press **7**

### TRAINING AND HOLIDAY CLOSURES, HOT TOPICS, UPCOMING EVENTS, AND FREQUENTLY ASKED QUESTIONS

- From main menu press **1**
- Training and holiday closures, press **1**
- Hot topics, press **2**
- Provider outreach and education information, press **3**
- For general MSP and appeals info, press **4**
- For hours of operation, press **5**

### CHECK INFORMATION

- From the main menu, press **3**
- To obtain amount of your last check, press **1**
- To obtain info on a specific check, press **2**
- For information issued on last 3 checks, press **3**

## CLAIM STATUS AND RTP REQUESTS

- From main menu, press **2**
- To request claim status, press **1**
- To request a claim be returned to provider (RTP), press **2**

## CMS PUBLICATIONS

- From the main menu, press 4 then press **2**
- To obtain information on the Coverage Issue manual, press **1**
- To obtain information on the Outpatient Physical Therapy Provider manual, press **2**
- To obtain information on the Hospital provider manual, press **3**
- To obtain information on the Skilled Nursing Facility manual, press **4**
- To obtain information on the Renal Dialysis manual, press **5**

## HMO NAME AND ADDRESS

- From the main menu, press **5**

## ELIGIBILITY

- From the main menu, press **5**
- To enter a different Medicare number, press **2**

## ENROLLMENT STATUS

- From main menu, press 7

## MEDICARE PART A PUBLICATIONS

- From the main menu, press **4** then press **3**
- To obtain information on the Comprehensive Outpatient Rehabilitation Facility (CORF) manual, press **1**
- To obtain information on the Medical Review/Artificial Intelligence manual, press **2**
- To obtain information on the Partial Authorization Program (PHP) manual, press **3**

- To obtain information on the Skilled Nursing Facility Manual, press **4**
- To obtain information on Reason Codes CD ROM, UB92 Billing manual or the Medicare A Bulletin subscription manual, press **5**

## REFERENCE MATERIALS

- From the main menu, press **4**
- For information on Medicare seminars, press **1**
- For information on CMS publications, press **2**
- For information on Medicare Part A publications, press **3**

## REMITTANCE CODE DEFINITIONS

- From the main menu, press **6**

*To better serve you, First Coast Service Options' interactive voice response (IVR) unit quick reference guides have been updated to include speech recognition. Our customer service hours of operation are Monday through Friday 8:00am - 4:00pm ET. The hours of operation to receive patient eligibility and claim status information through the IVR are Monday through Friday 7:00am - 7:00pm ET and Saturday 7:00am - 3:00pm ET. The hours of operation to receive general Medicare information and current issues are available 24 hours a day. Our website address is [medicare.fcso.com](http://medicare.fcso.com).*