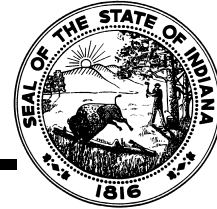


Indiana Medicaid Transition Newsletter



Distributed to All Indiana Medicaid Providers

T98-05, December 11, 1998

TO: ALL INDIANA MEDICAID PROVIDERS

SUBJECT: INTRODUCING THE CLAIM STATUS INQUIRY FEATURE ON THE AVR SYSTEM

What's New?

Effective Monday, December 14, 1998, Claim Status Inquiry is available when you call into the Automated Voice Response (AVR) System. If you have been to one of the recent workshops, you've heard about it; if you've been reading your *Indiana Medicaid Transition Newsletters*, you've read about it; and as of Monday, December 14, 1998 you are able to actually access it and use it!

Changes to the AVR Walkthrough

The attached pages are the changes and additional steps to the AVR Walkthrough that will allow you to access and use the Claim Status Inquiry feature of the AVR.



The **Step 2 – Initial Options** section now contains information on how to select Claim Status Inquiry from the Initial Options menu by pressing **5** on your touch tone phone keypad.

The new section to the AVR Walkthrough is **Step 7 – Claim Status Inquiry**. It is the last set of instructions before the Termination Message.

You will want to put these pages wherever you keep your AVR Walkthrough information, whether that is in your *Indiana Medical Assistance Programs Provider Manual*, or elsewhere.

You can reach the Automated Voice Response (AVR) System by calling **1-800-738-6770** or **692-0819**, locally.



If you have any questions regarding the contents of this bulletin, please contact EDS Customer Assistance at 1-800-577-1278, or locally at 317-655-3240.

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Automated Voice Response (AVR) System

Initial Options

These are the options that you first encounter when dialing into the AVR System. Be sure to have the following available at the time you dial in since the system has time and attempt limits on data entry.

- Your Indiana Medical Assistance Programs provider number and provider location code
- Recipient number (RID), social security number (SSN), or Medicare number
- "From" date of service
- "To" date of service
- Prior authorization number
- Prior authorization assignment code
- Prior authorization start date
- Claim effective date

Initial Options		
Step #	When the AVR System says this...	...you do this:
Step 2-0 Choose a menu option	"Please enter a transaction code followed by a pound sign. For eligibility information, press 1. For benefit limit information, press 2. For check write information, press 3. For prior authorization information, press 4. For claims inquiry information, press 5."	<ul style="list-style-type: none"> • Enter the number that corresponds to the information you want to obtain, then press # • If you enter 1, continue at Step 3-0 • If you enter 2, continue at Step 4-0 • If you enter 3, continue at Step 5-0 • If you enter 4, continue at Step 6-0 • If you enter 5, continue at Step 7-0

Claim Status Inquiry

For this portion of your call you will need to have available:

- Internal Control Number (ICN), or
- Recipient Identification (RID) number

Claim Status Inquiry		
Step #	When the AVR System finds this...	...you hear this message:
Step 7-0 Enter a claim status identification option.	Press the number that corresponds to the information you have about the claim status request, then press #. <ul style="list-style-type: none"> • If you enter a 1, continue at Step 7-1. • If you enter a 2, continue at Step 7-5. 	"Please select one of the following claim identification options followed by a pound sign: <ul style="list-style-type: none"> • For internal control number (ICN), press 1. • For recipient number, press 2."

Claim Status Inquiry (cont)		
Step #	When the AVR System finds this...	...you hear this message:
Step 7-1 Enter an ICN.	<ul style="list-style-type: none"> Enter the 13-digit numerical ICN, then press #. Continue at Step 7-2. 	"Please enter an ICN followed by a pound sign."
Step 7-2 Validate ICN information.	<ul style="list-style-type: none"> Don't press any keys. The AVR System is checking your information to make sure it is valid. Continue at Step 7-3. 	(After a pause) "Please wait while the requested information is retrieved."
Step 7-3 ICN response.	<ul style="list-style-type: none"> ICN request does not exist on the AVR System records. Continue at Step 7-4.1. 	"ICN (ICN) is not on file. Please re-enter."
	<ul style="list-style-type: none"> ICN is in suspense. Continue at Step 7-4.1. 	"For ICN number (ICN), recipient number (RECIP-ID) this claim is currently in suspense as of (MM/DD/YY) (speaking today's date). Please contact Customer Assistance for further information."
	<ul style="list-style-type: none"> ICN has a claim correction form (CCF) Continue at Step 7-4.1. 	"A Claim Correction Form was generated on (MM/DD/YY) Remittance Advice. Please contact Customer Assistance for further information."

ICN has been paid or denied. Continue at Step 7-4.

Claim Status Inquiry (cont)		
Step #	When the AVR System finds this...	...you hear this message:
Step 7-4 Finalized ICN header-level information.	<ul style="list-style-type: none"> ICN has been approved to be paid. Continue at Step 7-4.1. 	"For ICN number (ICN), and Recipient Number (RECIP-ID) for dates of service from (FROM-DATE) through (THROUGH-DATE) billed for (DOLLARS-BILLED) dollar(s) have been approved to be paid (DOLLARS-PAID) dollar(s) on (RA-DATE)."
	<ul style="list-style-type: none"> ICN has been paid. Continue at Step 7-4.1. 	"For ICN number (ICN), and Recipient Number (RECIP-ID) for dates of service from (FROM-DATE) through (THROUGH-DATE) billed for (DOLLARS-BILLED) dollar(s) were paid (DOLLARS-PAID) dollar(s) on remittance advice dated (RA-DATE)."
	<ul style="list-style-type: none"> ICN has been denied. Continue at Step 7-4.1. 	<ul style="list-style-type: none"> Only Header EOBs will be spoken "For ICN number (ICN), and Recipient number (RECIP-ID) dates of service from (FROM-DATE) through (THROUGH-DATE) billed for (DOLLARS-BILLED) dollar(s) were denied on remittance advice dated (RA-DATE) for (EOB Code). "(EOB CODE) for EOB code definition please refer to your remittance advice."

Claim Status Inquiry (cont)		
Step #	When the AVR System finds this...	...you hear this message:
Step 7-4 (cont)	<ul style="list-style-type: none"> ICN has been denied on a line item. Continue at Step 7-4.1. 	"For ICN number (ICN), and Recipient number (RECIP-ID) for dates of service from (FROM-DATE) through (THROUGH-DATE) billed for (DOLLARS-BILLED) dollar(s) have been denied on a line item on (MM/DD/YY) Remittance Advice, Please call Customer Assistance for further information."
Step 7-4.1 Finalized ICN response options.	<ul style="list-style-type: none"> Press # if you choose to select another ICN. Continue at Step 7-1. 	"To select another ICN, please press the pound sign."
	<ul style="list-style-type: none"> Press * return to the main menu. Continue at Step 2-0. 	"To return to the main menu, please press the asterisk sign."
Step 7-4.2 Finalized recipient response options.	<ul style="list-style-type: none"> Press # if you choose to select another recipient number. Continue at Step 7-5. 	"To select another recipient number, please press the pound sign."
	<ul style="list-style-type: none"> Press * to return to the main menu. Continue at Step 2-0. 	"To return to the main menu, please press the asterisk sign."
Step 7-5 Claim Status Recipient Inquiry (Enter recipient ID number)	<ul style="list-style-type: none"> Enter the 12 digit recipient number, then press #. Continue at Step 7-6. 	"Please enter a recipient number followed by a pound sign."
Step 7-6 Enter the "From" date of service.	<ul style="list-style-type: none"> Enter the claim from date of service in MMDDCCYY format, then press #. Continue at Step 7-7. 	" Please enter the from date of service in a month, day, century, year format followed by a pound sign."
Step 7-7 Enter the "To" date of service.	<ul style="list-style-type: none"> Press # for same date as from date of service or enter the claim through date of service in MMDDCCYY format, then press #. Continue at Step 7-8. 	"Please enter the through date of service in a month, day, century, year format followed by a pound sign."
Step 7-8 Enter total billed amount.	<ul style="list-style-type: none"> Please enter total billed amount without decimal point, followed by the # sign. Continue at Step 7-9. 	"Please enter total billed amount without a decimal point, followed by a pound sign."
Step 7-9 Validate claim information.	<ul style="list-style-type: none"> Don't press any keys. The AVR System is checking your information to make sure it is valid. Continue at Step 7-10. 	(After a pause) "Please wait while the requested information is retrieved."
Step 7-10 Claim status response.	<ul style="list-style-type: none"> Recipient does not exist on the AVR System records. Continue at Step 7-5. 	"Recipient number (RECIP-ID) is not on file. Please re-enter or press asterisk to return to the main menu."

- For a valid response for a claim inquiry for from date of service and through date of service and billed amount, continue at Step 7-11 or 7-15, as appropriate.
- When claim status is inquired upon using a recipient ID and dates of service, but no claims are found which satisfy the entered criteria, the AVR System provides the following response.

Claim Status Inquiry (cont)		
Step #	When the AVR System finds this...	...you hear this message:
Step 7-11 Claim status response (no claim for dates of service)	<ul style="list-style-type: none"> No claims found for the recipient ID and dates of service and billed amount on the AVR System records. Continue at Step 7-4.2. 	"There are no claims on file for recipient number (RECIP-ID) for dates of service from (FROM-DATE) through (THROUGH-DATE) for billed amount (speak billed amount)."
Step 7-12 Claim status response -- for dates of service, header-level information.	<ul style="list-style-type: none"> A valid response has been found. Up to six (6) claims. Continue at Step 7-12.1. 	"For recipient number (RECIP-ID), and dates of service from (FROM DATE) through (THROUGH-DATE) Billed for (DOLLARS-BILLED) dollar(s). There were __claim(s) found."
Step 7-12.1	<ul style="list-style-type: none"> Claim in Suspense Continue at Step 7-13. 	"For ICN number (ICN), claim is currently in suspense as of (MM/DD/YY). Please call Customer Assistance for further information."
	<ul style="list-style-type: none"> ICN has CCF Continue at Step 7-13. 	"For ICN number (ICN), a Claim Correction Form was generated on (MM/DD/YY) remittance advice. Please call Customer Assistance for further information."
	<ul style="list-style-type: none"> Claim has been approved for payment. Continue at Step 7-13. 	"For ICN number (ICN), a claim has been approved to be paid (DOLLARS-PAID), dollar(s) on this date (RA-DATE)."
	<ul style="list-style-type: none"> Claim has been paid. Continue at Step 7-13. 	"For ICN number (ICN), a claim was paid (DOLLARS-PAID) dollar(s) on remittance advice dated (RA-DATE)."
	<ul style="list-style-type: none"> Claim has been denied Continue at Step 7-13. 	"For ICN number (ICN), a claim was denied on remittance advice date (RA-DATE). Please call Customer Assistance for further information."
	<ul style="list-style-type: none"> Claim has been denied on a line item. Continue at Step 7-13. 	"For ICN number (ICN), a claim was denied on a line item on Remittance Advice dated (RA-DATE). Please call Customer Assistance for further information."
Step 7-13 Determine next step.	More claim information available.	Continue at Step 7-14.
	No more claim information available.	Continue at Step 7-18.
Step 7-14 More claim information.	<ul style="list-style-type: none"> More claims exist, but six (6) claims have been researched. Continue at Step 7-4.2. 	"More claims exist for recipient number (RECIP-ID), but you have received the maximum allowed for this transaction. Please call Customer Assistance for further information."

Claim Status Inquiry (cont)		
Step #	When the AVR System finds this...	...you hear this message:
Step 7-15 Continuation option.	<ul style="list-style-type: none"> • Press the * or hang up. • Continue at Step 2-0. • No selection. System automatically goes to the Termination Message. 	"To return to the main menu, please press the asterisk sign. If this concludes your call, please hang-up."
Step 7-16 Termination message.	Please call the AVR System again if you have additional information requests. You have reached the maximum number of transactions allowed per call.	"Thank you for calling the Indiana Medicaid voice response system."

Termination Message

The system completes every call with the following message:

"Thank you for calling the Indiana Medicaid voice response system."



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