

Check Authorization by Procedure Code IVR Caller Guide

800-447-7828

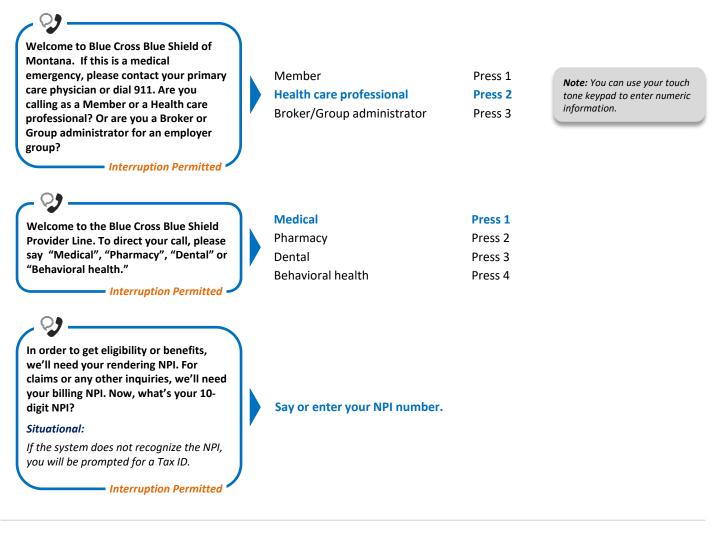
July 2024

Hours of Availability: Monday – Friday 5:00 a.m. to 10:30 p.m. (MT); Saturday 5:00 a.m. to 5:00 p.m. (MT); Sunday – Closed 1 of 5

Utilize your keypad when possible
 Avoid using cell phones
 Minimize background noise
 Mute your phone when you are not speaking

This caller guide does not apply to Medicare Advantage members.

1) Getting Started



2) Authorization Check by Procedure Code

Which can I help you with? "Eligibility & Benefits", "Claims", "Authorization and Referral Management" or "Joining the network"?

Interruption Permitted

Eligibility & Benefits
Claims
Authorization and Referral
Management
Joining the network

Press 1 Press 2 Press 3 Press 4

Note: At a later point you will have the option to return here (Main Menu).

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2 of 5

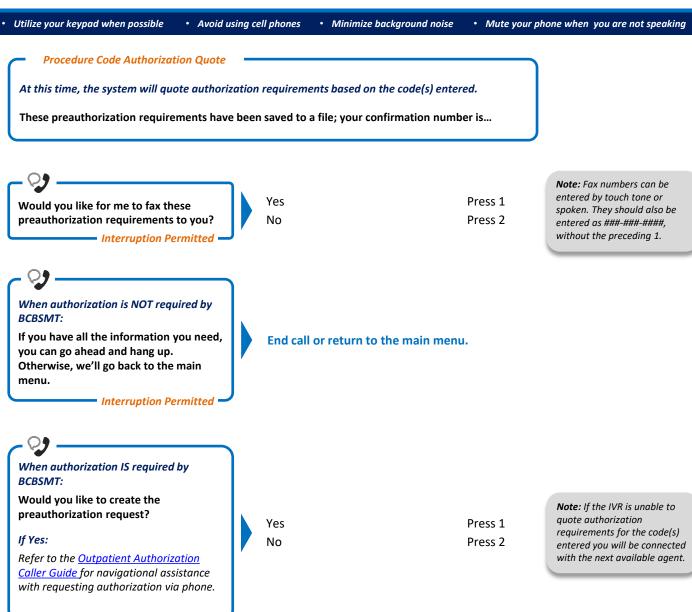


Interruption Permitted

Check Authorization by Procedure Code

3 of 5

IVR Caller Guide



Interruption Permitted

Avoid using cell phones
 Minimize background noise

• Mute your phone when you are not speaking

Preventive Care

Physical Exam

Screening Lab Routine Colorectal Cancer

Screening X-ray

✓ Routine Lab

Well Child

Private Duty Nursing

Respiratory Therapy

Routine Vision

✓ Frames

✓ Prosthetics

✓ Bifocal Lens

✓ Contact Lens

✓ Trifocal Lens

Second Opinion

Speech Therapy

Self Injectable

Sleep Study

Sterilization

Stress Test

Surgery

TMJ

Smoking

✓ Lenticular Lens

✓ Singular Vision Lens

✓ Routine Vision Test

✓ Elective Sterilization

Telemedicine/Telehealth

Physical Therapy

✓ Orthotic Appliance

Outpatient Benefits with

Professional Day Surgery

Telemedicine/Telehealth

Physical, Occupational, Speech

✓ Office Visit

✓ X-rays

Urgent Care

Wigs

X-ray

Therapy

Vision

Wigs

Preventive Care

Skilled Nursing Care

Medical Necessary Sterilization

Ultrasound (Non-pregnancy Related)

Prosthetics

PSA

Rolfing

1

Routine Diagnostic

Routine Pap Smear

Routine Mammogram

Routine Prostate Test

✓ Medical Prostate Test
 ✓ Routine Prostate Test

✓ Routine Well Woman Exam

Patient Education and Training

Routine Immunizations

✓ Routine Office, Well Visit or

Routine Colorectal Cancer

Routine Colonoscopy Screening

4 of 5

Customer Advocate assistance has been removed for the benefit categories in blue.

Non-FEP Benefit Category Key Words (Alphabetically Listed)

Mammogram

Maternity

Medicare

 \checkmark

MRI

✓ Medical mammogram

✓ Routine Mammogram

✓ Initial Office Visit

✓ Ultrasound

Medical Supplies

Mixed Therapy

Medical Therapeutic

✓ Normal Global Maternity

Occupational Therapy

Physical Therapy

Speech Therapy

✓ Muscle Manipulation

Naprapathic Services

✓ Consultation

✓ Orthotics

✓ Office Visit

✓ X-rays

Office Services

✓ Injections

Procedure

Office Labs

✓ Office Surgery

Medical Pap Smear

Routine Pap Smear

✓ Office X-rays

Organ Transplant

Office Visit

Orthotics

Pathology

PET Scan

Podiatry

Physical Exam

Physical Therapy

✓ Injection

✓ Orthotics

✓ Surgery

X-rays

Infusion Therapy

Maternity

Medicare

Oral Surgery

Orthotics/Prosthetics

Abuse Office Visit

Inpatient Benefits

Mental Condition or Substance

FEP Benefit Category Key Words (Alphabetically Listed)

✓ Office Visit

✓ Physical Therapy

Routine Foot Care

Pap Smear

✓ Office Visit

✓ Physical Therapy

Nutritional Counseling

Occupational Therapy

✓ Office Diagnostic Medical

(Member/Spouse/Dependent)

- Observation Care Services
 - ✓ Diagnostic
 - Hospital Visit
 - ✓ Labs
 - 🗸 X-rays
- Abortion
- Acupuncture
 Air Ambulance
- Air Ami
- Allergy
 - ✓ Allergy Treatment
 - Allergy Testing
 - ✓ Consultation
 - ✓ Office Visit
- Anesthesia
- Assistant Surgeon
- Behavioral Health
 - ✓ Day Psychiatric
 - ✓ Adult Family Counseling
 - ✓ Child Family Counseling
 - ✓ Group Psychotherapy
 - ✓ Individual Psychotherapy
 - ✓ Psychological Testing
 - ✓ Residential Treatment
 - ✓ Mental Visit
 - ✓ Applied Behavior Analysis
- Biofeedback
- Birth Control
- Cardiac Rehab
- CAT Scan
- Catastrophic Protection
- Chemical Dependency
- ✓ Day Psychiatric
- ✓ Adult Family Counseling
- ✓ Child Family Counseling
- ✓ Detoxification
- ✓ Group Psychotherapy
- ✓ Individual Psychotherapy
- ✓ Intensive Chemical Dependency
- ✓ Mental Visit
- ✓ Partial Hospitalization
- ✓ Residential Treatment
- Chemotherapy
 - ✓ Chemotherapy
 - ✓ Radiation Therapy
 - ✓ Office Visit
- **Chiropractic Services**
- ✓ Acupuncture
- ✓ Diagnostic Medical
- ✓ Muscle Manipulation
- Orthotics
- ✓ Office Visit

Accidental Injury

Assistant Surgery

Catastrophic Protection

Chiropractic Services

Cardiac Rehab

Acupuncture

Anesthesia

Allergy

Dental

- ✓ Physical Therapy
- ✓ X-rays

- Circumcision
- ✓ Medical Colonoscopy
 - ✓ Routine Colonoscopy
- Consultations
- Coordinated Home Care
- Dental
- Diabetic Management
- Dialysis
- Drugs

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- Durable Medical Equipment
- ✓ DME Purchase
- ✓ DME Purcha
 ✓ DME Rental
- ✓ DME Repair and Replacement
- EKG
- Emergency Accident Care
- Emergency Medical Care
- Emergency Room
 - Emergency Accident Care and Services
 - ✓ Emergency Medical Care and Services
- Extended Care Facility
- Family Planning
- Ground Ambulance
- Hearing
 - ✓ Hearing Aide
 - ✓ Routine Hearing Test
- Hospice
- Hospital

Daily Room and Board

- ✓ Hospital Visit
- Hydrotherapy
- Infertility
 - ✓ Artificial Insemination
 - ✓ Diagnostic Medical
 - ✓ In Vitro Fertilization
 - ✓ Labs
 - ✓ Office Visit
 - ✓ X-ray
- Infusion Therapy
- 🗸 DME
- ✓ Drugs

Injections

Laboratory

Counseling

Family Planning

Hearing Services

Dialysis

Foot Care

Lupron

✓ Injections

✓ Office Visit

Diabetic Education & Nutrition

Diagnostic Labs & X-rays

Durable Medical Equipment

Hospice & Home Nursing Care

✓ Medical Supplies
 ✓ Nursing
 Inhalation Therapy

• Minimize background noise

• Mute your phone when you are not speaking

Alpha Touch-Tone Reference

Alpha touch-tone is available as an alternative to voicing alpha-numeric mixed information.

To enter a subscriber ID, group or claim number containing alpha character(s):

- 1) Press the star key (*) to begin a letter sequence
- 2) Press the number key containing the desired letter (e.g., press 2 for A, B or C)
- 3) Press 1, 2, 3 or 4 to indicate the position the letter is listed on the selected key (e.g., press *21 to enter A)

A = *21 B = *22 C = *23	-
B = *22 C = *23	-
C = *23	-
	-
D = *31	
E = *32	
F = *33	
G = *41	
H = *42	
I = *43	
J = *51	
K = *52	
L = *53	
M = *61	
N = *62	
0 = *63	
P = *71	
Q = *72	
R = *73	
S = *74	
T = *81	-
U = *82	
V = *83	_
W = *91	
X = *92	
Y = *93	
Z = *94	

Group Number

Ex. 1	Y	Ν	1	2	3	4
Press	*93	*62	1	2	3	4
Ex. 2	1	2	к	3	4	5
Press	1	2	*52	3	4	5

Subscriber ID

Ex. 1	Α	1	Ν	2	3	4	5	6	7
Press	*21	1	*62	2	3	4	5	6	7
Ex. 2	0	9	2	т	7	6	8		
Press	0	9	2	*81	7	6	8		

Note: Exclude three-character prefix when entering the subscriber ID.

Claim Number

Ex. 1	2	1	3	4	F	5	6	7	0	х
Press	2	1	3	4	*33	5	6	7	0	*92
_										
Ex. 2	2	0	1	т	8	7	6	5	0	С

Note: The claim number should be 13 digits.

Have questions or need additional education? Email our Provider Education Consultants.

Be sure to include your name, direct contact information & Tax ID or billing NPI.

Checking eligibility and/or benefit information and/or obtaining prior authorization is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility and the terms of the member's certificate of coverage, including, but not limited to, exclusions and limitations applicable on the date services were rendered. **Certain employer groups may require prior authorization or pre-notification through other vendors. If you have any questions, call the number on the member's ID card.** Regardless of any prior authorization or benefit determination, the final decision regarding any treatment or service is between the patient and the health care provider.