

WPS MEDICARE PART B INTERACTIVE VOICE RESPONSE (IVR) TELEPHONE SYSTEM



1-866-590-6702

Iowa – Kansas – Nebraska – Western Missouri – Eastern Missouri

The IVR offers the provider community quick and easy access to Medicare-related information 24 hours a day. By simply calling the toll-free telephone number listed above and then identifying your state, you will have the ability to access Medicare claim information.

CHOOSING THE STATE

Upon entry into the IVR, you will be prompted to enter the state where services were provided.

Touch-tone Option	Vocal Option
1	Iowa
2	Kansas
3	Nebraska
4	Western Missouri*
5	Eastern Missouri*

*Missouri Providers please refer to page 10 for detailed state specific instructions

OPTIONS AVAILABLE

You will not hear the touch-tone options during the initial prompts; however, you can either say the option or key the equivalent numeric value to the left. The options are as follows:

Click option for specific instructions

Touch-tone Option	Vocal Option
1	Eligibility
2	Claim Status
3	Provider Summary
4	Checks
5	Deductibles
6	Pricing
7	Questions

IVR HOURS

The IVR is available 24 hours a day, 7 days a week. However, the standard hours of operation when all IVR functions are available are:

Monday – Friday

6:00 am – 6:00 pm CT* *

***Please note that the functions which require a Provider Transaction Access Number (PTAN) to be entered, such as eligibility and claim status, have limited hours due to system availability. The hours vary by state and option.*



IVR INSTRUCTIONS AND HELPFUL HINTS

The IVR Is Easy To Use. All You Need Is:

- Provider Transaction Access Number (PTAN)
- The patient's name
- The patient's Medicare number – usually nine numbers, followed by a letter
- The patient's date of birth (DOB)
- The date of service (DOS) in question either in MMDDYY or MMDDCCYY format
- Telephone with handset or headset (*the use of speakerphones and cell phones is not recommended*)
- A quiet environment so that you can speak clearly and naturally into your telephone
- Instructions for using the touch tone keypad to enter patient information and PTANs

How To Enter A Patient's Medicare Number Or Provider Transaction Access Number (PTAN):

In order to enter either of these numbers using touch-tones, you must use the numbers on the telephone keypad that corresponds to the numbers in the patient's Medicare number or provider's PTAN.

For example, to enter 123456789A, you would key 123456789 * 21

The * indicates that the next entry is the letter, which appears on the number 2 key in the first position.

To enter a suffix that has a letter followed by a number, key the 9-digit number, then the letter combination followed by the number.

For example, to enter 123456789C1, you would key 123456789 * 231

There are exceptions to the keypad rule. They are as follows:

Q = *11	S = *73
R = *72	Z = *12

How To Use The Touch-Tone Keypad To Enter The Patient's Name:

In order to enter the patient's name using the touch-tone, you must use the numbers on the telephone keypad that corresponds to the letters in the name. **Exception to letters Q and Z, use the 1 key.*

***** You only need to enter the patient's last name followed by the first initial *****

For example:

Name	Entered As
John Smith	764845; S = 7, M = 6, I = 4, T = 8, H = 4, J = 5
Manqi Xiong	946646; X = 9, I = 4, O = 6, N = 6, G = 4, M = 6
Marcial Deguzman Jr	33481626576 D = 3; E = 3; G = 4; U = 8; Z = 1; M = 6; A = 2; N = 6; J = 5; R = 7; M = 6

Helpful Hints

- Past claim and check, information is available for the previous and current fiscal year
- Your Provider Transaction Access Number (PTAN) should consist of 6 to 10 characters comprised of numeric or alpha and numeric characters. It is also referred to as your "legacy Medicare provider number"
- Once you are comfortable with the call flow, you can speak and key ahead without listening to the entire prompt
- You can say, "help" at any time during the call to obtain additional instructions
- Saying "main menu" will always bring you to the beginning of the call flow

USING THE MEDICARE INTERACTIVE VOICE RESPONSE (IVR) UNIT

Eligibility



Touch-tone Option	Vocal Option
1	Eligibility



To Use

- Say or enter your PTAN
- Say or enter the patient's Medicare number
- Say or enter the patient's name as it appears on his or her Medicare card
- Say or enter the patient's date of birth in MMDDYY format
- Say or enter the date of service in MMDDYY format so that Medicare Secondary Payer (MSP), Health Maintenance Organization (HMO), and Supplemental Insurance Company (Crossover) files can be verified. The date of service must be the current date or a past date

To view the touch-tone instructions, please click here

Eligibility Information Available:

- The correct Medicare number, if the one provided has changed
- Part A and B effective dates
- Date of death, if applicable
- Primary health insurance information (whether Medicare is primary or secondary)
- Current and previous year deductible information
- Physical Therapy (PT)/Occupational Therapy (OT) limits

After You Receive Eligibility Information, You Can:

- Say "repeat that"
- Say "eligibility details"
- Enter another patient's Medicare number when you hear the prompt "another patient's Medicare number"
- Say "Main Menu"

If You Choose "Eligibility Details," You Will Hear:

- MSP type, effective date, and termination dates, if applicable, for up to two valid records
- HMO plan code, effective dates, and termination dates, if applicable, for up to two valid records
- Crossover name, if applicable, for up to two valid records
- Home Health (HH) information, whether the beneficiary is receiving HH and the date HH was discontinued, if applicable

**Please note that if a beneficiary is enrolled in an HMO, the IVR will state Medicare is primary. It is important that the provider listen to whether the IVR states the HMO is a risk-type HMO or cost-type HMO. If the HMO is a risk-type, providers may only bill the HMO. If the HMO is a cost-type, providers may bill the HMO or WPS as the Medicare Part B Carrier. Please refer to Chapter 1 of Publication 100-04 on the Centers for Medicare and Medicaid Service's (CMS's) Website for further details on claim submission. <http://www.cms.hhs.gov/manuals/downloads/clm104c01.pdf>*

USING THE MEDICARE INTERACTIVE VOICE RESPONSE (IVR) UNIT

Claim Status



Touch-tone Option	Vocal Option
2	Claim Status



To Use

- Say or enter your Provider Transaction Access Number (PTAN)
- Say or enter the patient's Medicare number
- Say or enter the patient's name as it appears on his or her Medicare card
- Say or enter the date of service in MMDDYY format

Claim Status Information Available:

Assigned Claims	Non-Assigned Claims
<ul style="list-style-type: none"> • Number of claims for the DOS • Status of the claim – pending, processed, denied, or rejected • Amount submitted • Allowed amount • Amount applied to the deductible • Amount paid • Paid date • Check number • Crossover information, if applicable 	<ul style="list-style-type: none"> • Number of claims for the DOS • Status of the claim – pending or finalized • Date finalized (if claim is not pending) • Crossover information, if applicable

Claims Detail Information Available for Assigned Claims Only: (by saying, "claim details" or pressing 4)

- Claim control number
- Number of line items and the following specific line item information
 - DOS
 - Procedure code
 - Modifier
 - Diagnosis code
 - Amount submitted
 - Allowed amount
 - Reason for denial, if available

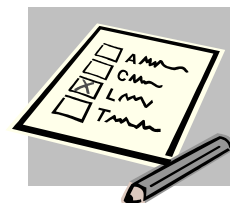
After You Receive Claim Information, You Can:

- Say "repeat that" or press 1
- Say "next claim" or press 2
- Say "previous claim" or press 3
- Say "duplicate remittance" or press 5 (for assigned claims only)
- Say "change date" or press 6
- Say "change Medicare number" or press 7
- Say "change PTAN" or press 8
- Say "main menu"

USING THE MEDICARE INTERACTIVE VOICE RESPONSE (IVR) UNIT

Provider Summary

Touch-tone Option	Vocal Option
3	Provider Summary



To Use:

- Say or enter your Provider Transaction Access Number (PTAN)

Provider Summary Information Available:

- Number of pending claims
- Dollar amount of pending claims
- Total number of approved to pay claims
- Total dollar amount of approved to pay claims
- Number of approved to pay claims less than 14 days old
- Dollar amount of approved to pay claims less than 14 days old
- Last check issued for PTAN including check date, followed by check amount and check number

After You Receive Provider Summary Information, You Can:

- Say “repeat that” or press 1
- Say “details” or press 2
- Say “change PTAN” or press 3
- Say “main menu”

If You Choose “Details,” You Will Hear:

- Number of month to date claims
- Dollar amount of month to date claims
- Number of year to date claims
- Dollar amount of year to date claims

After You Receive Provider Summary Details, You Can:

- Say “repeat that” or press 1
- Say “change PTAN” or press 3
- Say “main menu”

USING THE MEDICARE INTERACTIVE VOICE RESPONSE (IVR) UNIT

Checks



Touch-tone Option	Vocal Option
4	Checks



To Use:

- Say or enter your Provider Transaction Access Number (PTAN)

You Can Search Checks By:

- Say “check number” or press 1
 - Say or enter the 9 – digit check number
- Say “check status” or press 2
 - Say “outstanding” or press 1
 - Say “paid” or press 2
 - Say “stopped” or press 3
 - Say “voided” or press 4
- Say “range of dates” or press 3
 - Say the starting date and ending date in MMDDYY format

You Will Receive The Following Check Information:

- Check number
- Check issue date
- Check amount
- Cashed date
- Check status if not cashed – outstanding, cancelled, or voided

You Will Receive The Following Options If Searching By Check Number:

- Say “repeat the information” or press 1
- Say “change check number” or press 2
- Say “change the PTAN” or press 3
- Say “main menu”

You Will Receive The Following Options If Searching By Check Status Or Range of Dates:

- Say “repeat the information” or press 1
- Say “next check” or press 2
- Say “previous check” or press 3
- Say “change the date” or press 4 (only plays if initial search was by range of dates)
- Say “change the status” or press 5 (only plays if initial search was by check status)
- Say “change the PTAN” or press 6
- Say “main menu”

USING THE MEDICARE INTERACTIVE VOICE RESPONSE (IVR) UNIT

Deductibles



Touch-tone Option	Vocal Option
5	Deductibles



To Use:

- Say or enter your Provider Transaction Access Number (PTAN)
- Say or enter the patient's Medicare number
- Say or enter the patient's name as it appears on his or her Medicare card
- Say or enter the patient's date of birth in MMDDYY format

To view the touch-tone instructions, please click here

You Will Receive The Following Deductible Information:

- Amount applied to current year's deductible
- Amount applied to previous year's deductible

After You Receive Deductible Information, You Can:

- Say "repeat that" or press 1
- Say or enter a new patient's Medicare number
- Say "main menu"

USING THE MEDICARE INTERACTIVE VOICE RESPONSE (IVR) UNIT

Pricing



Touch-tone Option	Vocal Option
6	Pricing



To Use:

- Say or enter your Provider Transaction Access Number (PTAN)
- Say or enter the procedure code
- Say or enter the modifier, say “no modifier” if none
- Say the place of service, or enter the two-digit place of service code you would use on your claim form
- Say or enter the zip code of your office
- Say or enter the date of service

**Please note that the IVR will only recognize the following modifiers that affect price - TC, 26, 50, 54, 55, 62, and 78.*

You Will Receive The Following Pricing Information

The IVR will play pricing information that matches the criteria you entered

After You Receive Pricing Information, You Can:

- Say “repeat that” or press 1
- Say “change the procedure code” or press 2
- Say “change the PTAN” or press 3
- Say “main menu”

USING THE MEDICARE INTERACTIVE VOICE RESPONSE (IVR) UNIT

Questions



Touch-Tone Option	Vocal Option
7	Questions



Medicare News:

Questions Sub Menu	
Touch-Tone Option	Vocal Option
1	Medicare News

- Provides a list of Medicare news and alerts
- You will be able to navigate through the individual messages by stating, “repeat that,” “next message,” or “previous message”

**The most current news will play first*

Appeals:

Questions Sub Menu	
Touch-Tone Option	Vocal Option
2	Appeal Rights

- Provides information about the five different levels of appeal rights

Commonly Requested Addresses:

Questions Sub Menu	
Touch-Tone Option	Vocal Option
3	Addresses

- Provides a listing of Medicare departments and their corresponding mailing address

Commonly Requested Phone Numbers:

Questions Sub Menu	
Touch-Tone Option	Vocal Option
4	Phone Numbers

- Provides a listing of Medicare departments and their corresponding phone number

IVR INSTRUCTIONS AND HELPFUL HINTS

For our Missouri Providers Only:

Due to the setup of the claims processing system, Missouri is divided into two separate regions – the Kansas City area is one region and the rest of the state including St. Louis and Springfield is the other. Because of this, providers calling from Missouri must differentiate between which region the services were provided in. Providers in the Kansas City area are considered “Western Missouri.” Providers in the rest of the state including St. Louis and Springfield are considered “Eastern Missouri.” When calling the IVR, providers must say either “Eastern Missouri” or “Western Missouri” in order to correctly access claims and beneficiary eligibility information. Alternatively, providers may use touch tones. Press 4 for Western Missouri (Kansas City area) and press 5 for Eastern Missouri (the rest of the state). If you are still unsure about which region to indicate, use the following county listing and map.

Western Missouri (Providers who previously used 866-839-2442 to access the IVR).

Western Missouri includes the following counties – Andrew, Atchison, Bates, Benton, Buchanan, Caldwell, Carroll, Cass, Clay, Clinton, Daviess, DeKalb, Gentry, Grundy, Harrison, Henry, Holt, Jackson, Johnson, Lafayette, Livingston, Mercer, Nodaway, Platte, Pettis, Ray, St. Clair, Saline, Vernon, and Worth.

Eastern Missouri (Providers who previously used 866-539-5599 to access the IVR).

Eastern Missouri includes the following counties – Adair, Audrain, Barry, Barton, Bollinger, Boone, Butler, Callaway, Camden, Cape Girarde, Carter, Cedar, Chariton, Christian, Clark, Cole, Cooper, Crawford, Dade, Dallas, Dent, Douglas, Dunklin, Franklin, Gasconade, Greene, Hickory, Howard, Howell, Iron, Jasper, Jefferson, Knox, Laclede, Lawrence, Lewis, Lincoln, Linn, McDonald, Macon, Madison, Maries, Marion, Miller, Mississippi, Moniteau, Monroe, Montgomery, Morgan, New Madrid, Newton, Oregon, Osage, Ozark, Pemiscot, Perry, Phelps, Pike, Polk, Pulaski, Putnam, Ralls, Randolph, Reynolds, Ripley, St. Charles, Ste. Genevieve, St. Francois, St. Louis City, St. Louis County, Schuyler, Scotland, Scott, Shannon, Shelby, Stoddard, Stone, Sullivan, Taney, Texas, Warren, Washington, Wayne, Webster, and Wright.



Map courtesy of www.insurance.mo.gov (modified by WPS)