



## MEMORANDUM

TO: **NH Medicaid and Healthy Kids Gold (Title XIX) Providers**  
FROM: **EDS and DHHS**  
DATE: **April 2005**  
SUBJECT: **Automated Voice Response (AVR) System Upgrade**

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The purpose of this notice is to provide NH Title XIX providers with information regarding recent improvements made to the Automated Voice Response (AVR) system.

### SYSTEM CHANGES:

#### **Claim Status Indicator**

When providers inquire about claims that have been accepted for payment for the current financial cycle, providers will now receive the message that the claim is "...in process and will be included on future remittance advices..." Previously, inquiries regarding these claims received the message: "...included on the remittance advice dated 2000 2000 2000." Once the financial cycle has been completed, a status inquiry on these same claims will provide the remittance advice date of the finalized claims. This change has been implemented in order to provide accurate remittance advice dates.

#### **Claim Status Inquiry**

Claim status inquiries may be made for any service dates from the current date to one year prior. Payment dates up to one year prior to the current date will now be included on the claim status response. Previously, responses were limited to payments made within 90 days prior to the date of inquiry.

In addition, a span of dates may now be used when making a claim status inquiry. The response will return paid claim information for claims whose service dates are equal to or fall within the inquiry date span. As there is a maximum number of three (3) remittance advice dates, or transaction control numbers, that can be returned per inquiry, inquiries which do not generate the requested information within those three responses can either be sent again using a more precise date, or more narrow date span, or may be called in to the Provider Services Communications Unit. Previously, a claim status inquiry required an exact "From" Date of Service and "To" Date of Service match to return paid claim information.

#### **AVR User Guide**

We have attached a copy of the revised AVR user guide to replace the guide posted in your Provider Billing Manual, Section 4, Page 4-4, dated July 19, 2000. Please be certain to update your billing manual with this new information.

If you have any questions regarding the contents of this notice, or use of the AVR, please contact the Communications Unit at: 1-800-423-8303 (NH & VT only) or (603) 224-1747.

## **AUTOMATED VOICE RESPONSE (AVR) SYSTEM USER'S GUIDE**

### **INTRODUCTION**

EDS' Automated Voice Response system (AVR) allows New Hampshire Title XIX providers to use a touch tone phone to:

- verify recipient eligibility,
- verify third party liability,
- provide claim status inquiry information, and
- verify remittance advice amount.

To access the AVR system, or to reach an EDS Representative, enter 1-800-423-8303 (NH and VT only) or (603) 224-1747. The AVR is available 24 hours a day, seven days a week. AVR has the capability to provide you with routine information and, when necessary, route your call to an EDS Representative who can assist you with more complex billing inquiries. EDS Representatives are available from 8:00 a.m. to 5:00 p.m. Monday through Friday.

AVR contains the most current NH Title XIX claim and recipient eligibility information available to EDS, and is updated on a daily basis. This user guide is designed to provide detailed instructions regarding how to verify recipient eligibility, determine third party liability, and obtain claim status information and/or remittance advice amounts.

### **Rotary Phone**

Rotary phone users may call between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday. If you access AVR using a rotary phone, AVR will ask you to hold so that an EDS Representative may assist you. If you are calling on a rotary phone during off hours, or on a holiday, AVR will request that you call back during regular business hours when an EDS Representative will be available to assist you.

### **Provider Number**

At the beginning of each call you will be asked to enter, or provide, your eight digit NH Title XIX provider number. This unique provider number is used as a security measure to ensure that the user is authorized to access NH Title XIX program information. If the provider number you enter is not valid, no information will be provided. If you do not have a provider number and need to obtain enrollment information, and are using a touch tone phone, AVR will allow you to choose to have the call transferred to an EDS Representative, or you may call 1-800-423-8303 (NH and VT only) or (603) 224-1747 and ask to speak with a representative.

### **GENERAL INFORMATION**

The following information and procedures are necessary to enable you to successfully access the system when you place a call to AVR:

- your provider number
- recipient's NH Title XIX identification number(s)
- dates of service
- to enter the current date, please press only the pound sign (#)
- all other dates must be entered in a **MMDDCCYY** format (example: 07/29/2004)

We do request that providers limit their inquiries to five transactions per call. This will allow all providers more rapid access to the AVR information system.

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*April 1, 2005***COMMONLY HEARD AVR RESPONSES**

When your call is received by AVR, you will hear one of the following greetings:

*"Good Morning/Good Afternoon/Good Evening. Thank you for calling the New Hampshire Medicaid voice information service. For purposes of ensuring accuracy and quality of information this call may be monitored. If you are calling from a touch tone phone, please press any key." "If you are calling from a rotary phone, please hold for assistance."*

If you call during off hours, you will hear:

*"If you are calling from a rotary phone: we're sorry, our office is closed. Please call back Monday through Friday between 8:00 am to 5:00 p.m. and we will be happy to assist you."*

After entering your eight digit NH Title XIX provider number you will hear:

*"Please wait while your authorization is verified."*

If you have entered incorrect information (e.g., invalid provider number, recipient number, or date of service) you will hear:

*"Invalid data, Please re-enter."*

You are allowed three (3) attempts to correctly enter the requested data, after which you will receive this message:

*"We're sorry; you have not entered the required data at this step. If you would like assistance from an EDS representative, press 0."*

You are allowed two ten (10) second periods to respond to an AVR request for information. If you do not make an entry after the second ten (10) second period, your call will end after you hear the following message:

*"You have not responded with the requested information. If you would like assistance from an EDS representative, press 0."*

If you have either not responded after the second time-out, or if an error occurs during the processing of the transaction, you will hear:

*"Currently the system is unable to process your request. Please call back later, or if you require immediate assistance from an EDS representative press 0."*

In some cases there may be a slight delay while the system is retrieving the information. When this occurs, you will hear the message:

*"Please wait while the requested information is being retrieved."*

When you ask to be transferred to an EDS representative you will hear:

*"Please hold. We are transferring your call now."*

If the system attempts to transfer a call to the EDS representative and encounters a busy signal, you will hear:

*"Currently all EDS representative lines are busy. Please hold for the next available representative."*

When you have completed your call, you will hear:

*"Thank you for calling the New Hampshire Medicaid voice information service."*

### **SPECIAL FUNCTION KEYS**

There are two special function keys on the touch-tone keypad:

- **The pound sign key (#)**
- **The asterisk key (\*)**

The following telephone key combinations will expedite your calls:

- When you are finished entering data, press #.
- To repeat data at a prompt, press # at the specific prompt.
- To void data and re-enter correct data, press the \* key twice. Example: If 07/01/2004 date of service was entered as 07/01/1904 in error, enter \*\* 07/01/2004 to make the correction.
- To end the transaction and return to the menu, press \* 99 #.
- To specify the current date when prompted, press \* 0 #.

### **ACCESSING AVR**

To access the complete services offered by AVR, you must use a touch tone phone and must enter one of the AVR phone numbers: **1-800-423-8303** (NH and VT only) or **(603) 224-1747**.

Enter your 8 digit Provider Number followed by the pound (#) sign. Example: 12345678#

**Note:** If you do not have a provider number, or require assistance from an EDS Representative, press 0 and an EDS Representative will assist you.

Once you have entered a valid NH Title XIX provider number, AVR will give you the option to listen to BULLETIN BOARD MESSAGES. These are short, informative messages to keep you updated on changes in billing, policy or any other issues that involve the NH Title XIX program. If there are no messages recorded, AVR will go to the menu options automatically.

The menu options are:

- For recipient eligibility information and third party liability, press 1.
- For claim status information, press 2.
- For remittance advice amounts, press 3.
- To make inquiries for a different provider number, press 4.
- For assistance from an EDS representative, press 0.

### **ELIGIBILITY INQUIRY**

To access recipient eligibility information, you will need to have the recipient's 11 digit NH Title XIX number and the date(s) of service readily available. AVR is capable of retrieving eligibility for one or more date(s) of service. If the recipient's NH Title XIX number has an alpha character in the second to last position, you will need to refer to the alpha chart on Page 4-11 of this Section prior to dialing. **Having this chart in front of you** will help avoid delays in determining the correct key sequence for the alpha character while you are accessing AVR.

AVR will ask you for the recipient's NH Title XIX number as follows:

*"Please enter an eleven digit Medicaid recipient number followed by a # sign." Example: 12345678901#*

**Note:** The zero following an alpha character is always a numeric zero, and should not be construed as an alpha O. Example: 123456789A0 will be entered as 123456789\*210#.

After a valid recipient NH Title XIX number is entered, AVR will ask you for a date(s) of service with the following message:

*"Please enter the date(s) of service in a month, day, century, year format followed by the pound (#) sign. Enter a pound (#) sign **only** if the "to" date of service is the same as the "from" date of service."*

**Note:** You may also simply press the pound (#) sign, without entering a date, to quickly enter the **current date**.

If the recipient is **eligible** for NH Title XIX covered services, AVR will respond with the following message:

*"Recipient (1-2-3-4-5-6-7-8-9-0-1) is eligible for Medicaid services from (June fourth, two thousand four) through (June thirtieth, two thousand four). The recipient's date of birth is (May fifteenth, nineteen forty-two). The recipient's last name is (D-O-E) and the first name is (J-O-H-N)."*

If the recipient is **not eligible** for NH Title XIX covered services on the specified date of service, AVR responds with the following message:

*"Recipient Number (1-2-3-4-5-6-7-8-9-1-0) is not eligible for Medicaid services on date of service (June fourth, two thousand four)."*

AVR will then report any third party liability information available. Third party liability information is available through AVR for up to three (3) third party insurance carriers per recipient (If you are aware that there may be more than three carriers, you may press zero to speak with a Customer Service representative.). AVR will determine which other insurance carriers are on file for the recipient, and if the date of service falls within the insurance policy coverage period. If the insurance carrier name is on the list of the most frequently used carrier names, the AVR responds with the recorded carrier name. If not, AVR will respond with the carrier code. A list of carrier codes may be found later in this Section, or by accessing the EDS Provider Web Site at:

[www.nhmedicaid.com](http://www.nhmedicaid.com)

by clicking on "Downloads," "Procedure Codes," and then "Carrier Codes."

If the recipient has no other insurance carrier(s) liable for services on that date, AVR will respond with the following message:

*"The recipient is not insured by another carrier."*

If the recipient has only one primary insurance carrier liable on the date of service, AVR will respond with one of the following messages:

*"The recipient has an insurance policy with Blue Cross-Blue Shield."*

*"The recipient has an insurance policy with 0-9-9."*

AVR will then tell you the recipient's other insurance policy number:

*"The insurance policy number is (1-0-4-1-0-0-0-0)."*

When a recipient has **more** than one other insurance carrier liable on the date of service, AVR will inform you of the other insurance carrier's liability on the date of service with the following series of messages:

*"There are (three) other insurance carriers for the recipient."*

If there is additional information for another insurance carrier, AVR will pause to give you a chance to record the information from the last system response and then provide you with the following options:

*"There is/are (one/two) carrier/carriers remaining. To hear information for the next insurance carrier, press 1. To skip the remaining information, press 2."*

When AVR has spoken the information for the last or only insurance carrier, the other insurance portion of the eligibility verification response is complete.

Once you have exited the recipient eligibility information and other insurance information services, you have the following options:

- Press **1**, to request **eligibility** verification for the same recipient on another date of service.
- Press **1**, to request eligibility verification for **another recipient**.
- Press **9**, to return to the **main menu**.
- Press **0**, for **assistance** from an EDS representative.
- Hang up.

AVR will present the previously-stated options by speaking the following message:

*"For another recipient eligibility inquiry, press 1. To return to the main menu, press 9. For assistance from an EDS representative, press 0. If this concludes your call, please hang up."*

### **CLAIM STATUS INQUIRY**

Claim Status Inquiry is available through AVR for all claim types, and will allow access to claims up to 1 year prior to the present date.

The recipient's 11 digit NH Title XIX ID number and the "From" and "To" dates of service must be readily available when accessing Claim Status Inquiry Information. If the recipient's NH Title XIX ID number has an alpha character in the second to last position, you will need to refer to the alpha chart on Page 4-11 of this Section prior to dialing to avoid delays in determining the correct key sequence character.

Up to three finalized claim status inquiries and/or three transaction control numbers (TCN) of claims in process may be retrieved within the service date span entered.

To begin accessing claim status information, you must enter a valid NH Title XIX recipient ID number. AVR will ask you to enter the following information:

"Please enter an eleven digit Medicaid recipient number followed by a pound sign (#)."

Number Example: 12345678901#

Alpha Example: 123456789A0 will be entered as 123456789\*210#

After a valid recipient number is entered, AVR will ask you for a "From" date of service:

*"Please enter the "From" date of service in a month, day, century, year format followed by a pound sign (#)."*

Format Example: 06042004 #

NOTE: Only dates within one year of the current date are accepted. If the date entered is greater than one year from the current date, it is identified as "Invalid" and you will be prompted to enter a valid date.

When a valid "From" date has been entered, you will be asked to enter a "To" date of service.

*"Please enter the ending date of service in a month, day, century, year format followed by a pound sign (#)."*

When the valid information required for obtaining a claim status is entered, AVR will respond with a message applicable to the status and number of claims found matching the criteria.

One Finalized Claim:

*"The claim for recipient (1-2-3-4-5-6-7-8-9-0-1) on dates of service (June fourth, two thousand four) to (June fourth, two thousand four) is included on your remittance advice dated (July tenth, two thousand four). Please refer to that remittance advice for further information."*

One Claim in Process:

*"The claim for recipient (1-2-3-4-5-6-7-8-9-0-1) on dates of service (June fourth, two thousand four) to (June fourth, two thousand four) is in process and will be included on a future remittance advice."*

No Record of Submission:

*"A claim for recipient (1-2-3-4-5-6-7-8-9-0-1) on dates of service (June fourth, two thousand four) to (June fourth, two thousand four) is not found. If more than fourteen days have elapsed since your last submission of this claim, please submit a new claim for processing."*

More Than One Submission:

*"There are multiple records of the claim for recipient (1-2-3-4-5-6-7-8-9-0-1) on dates of service (June fourth, two thousand four) to (June fourth, two thousand four)."*

For Finalized Claims:

*"Finalized claim information is available on the following remittance advices dated: (July tenth, two thousand four, October one, two thousand four, November fourth, two thousand four)."*

For Claims in Process the Response Will Continue:

*"The following Transaction Control Numbers are in process and will be included on future remittance advices: (409332038285010, 409332054291350, and 409332125289460)."*

When the claim status response is complete, you may choose from the following options:

- Press **1**, for another **claim status** inquiry.
- Press **9**, to return to the **main menu**.
- Press **0**, for **assistance** from an EDS representative.
- If this concludes your call, you may hang up.

AVR will present the previously-stated options by speaking the following message:

*"For another claim status inquiry, press 1. To return to the main menu press 9. For assistance from an EDS representative, press 0. If this concludes your call, you may hang up."*

### **CURRENT REMITTANCE ADVICE PAYMENT AMOUNT**

Remittance advice payment amounts are available for up to one week in advance of being mailed to all providers. The only information you need to have is your NH Title XIX provider number(s). AVR will retrieve remittance advice information beginning with the provider number used to access AVR. You may return to the main menu to access information for additional provider numbers you may have.

If remittance advice payment information is available for your provider number, AVR will give you the following message:

*"For provider number (1-2-3-4-5-6-7-8), the current remittance dated (March eleventh, two thousand five) is for (Five hundred sixty two dollars and fourteen cents)."*

If there is no remittance advice payment information available for your provider number, AVR will inform you with the following message:

*"For provider number (1-2-3-4-5-6-7-8), no remittance is found."*

After providing you with your RA payment amount, AVR will instruct you regarding further options with the following message:

*"To return to the main menu, press 9. If this concludes your call, you may hang up."*

AVR will return you to the main menu if you press the number 9, or you may conclude your call by hanging up.

### **ALPHABETIC DATA**

Since the telephone touch-tone keypad has only the numeric digits 0-9, a special method must be used to allow you to enter alphabetic data.

To enter alphabetic data, you must press an \* followed by a two digit number code, which represents a specific alphabetic character. The first digit corresponds to the key cap number on which the alphabetic character appears. The second digit corresponds to one of the three alphabetic characters on the key cap. Therefore, \*21 is used to input the letter "A" since the "A" appears in position one on key cap and the number 2 on the touch-tone keypad.

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The characters "Q" and "Z" do not appear on the touch tone keypad. Therefore, these two characters are treated as though they are the first two characters on the number 1 on the touch-tone keypad.

Example: to enter "Q", you would enter \*11. To enter "Z", you would enter \*12.

### **ALPHA CODES**

A = *21	B = *22	C = *23	D = *31	E = *32
F = *33	G = *41	H = *42	I = *43	J = *51
K = *52	L = *53	M = *61	N = *62	P = *71
Q = *11	R = *72	S = *73	T = *81	U = *82
V = *83	W = *91	X = *92	Y = *93	Z = *12

**Note:** There is no alpha O listed above because recipient numbers containing alpha characters followed by a zero should be a numeric 0 "zero", **NOT** an alpha O.

### **EDS COMMUNICATIONS REPRESENTATIVES**

EDS Communications Representatives are available to answer eligibility questions, discuss general service limitations and provide current payment amount data to those providers who do not have access to that information through the electronic services contained within this manual section. EDS Communications Representatives' hours of availability are from 8:00 a.m. to 5:00 p.m., Monday through Friday, except for State-assigned holidays.

To receive this information when using a rotary telephone, stay on the line and the system will route your call to the EDS Communications Unit. Please have the following information ready so that the EDS Communications Representatives may be able to provide a prompt response to your request:

- Your provider number
- Recipient's NH Title XIX identification number
- Recipient's full name
- Date(s) of service

The EDS Communications Representatives are not authorized to verify NH Title XIX eligibility for future dates.