

## ELIGIBILITY INFORMATION

### Eligibility

| Touch-Tone Option | Vocal Option  |
|-------------------|---------------|
| 1                 | "Eligibility" |

#### To use, say or enter:

- Your NPI
- Your PTAN
- The last five digits of your TIN
- The patient's full Medicare number
- The patient's entire name
- The patient's date of birth
- The Date of Service (DOS)

#### Eligibility information retrieved:

- Medicare primary or secondary for DOS\*\*
- Part A and Part B effective dates
- Deductible amounts met
- PT and OT limits met
- The correct Medicare number if it changed
- Date of death, if applicable

#### Say "details" for:

- MSP type and effective dates
- MCO (HMO or Medicare Part C) type, plan code, and effective dates\*\*
- Crossover company name
- Home Health effective dates

#### Eligibility navigation:

- Say "repeat that"
- Say "eligibility details"
- Say or enter a new Medicare number
- Say "main menu"

\*\* Please note that if a beneficiary is enrolled in a MCO or HMO, the IVR will state Medicare is primary. If the MCO is a risk-type, providers may only bill the MCO. If the MCO is a cost-type, providers may bill the MCO or WPS. Please refer to Chapter 1 of Publication 100-04 on the Centers for Medicare and Medicaid Service's (CMS) Website for further details on claim submission.

<http://www.cms.hhs.gov/manuals/downloads/clm104c01.pdf>

## CLAIM STATUS OVERVIEW

### Claim Status

| Touch-Tone Option | Vocal Option   |
|-------------------|----------------|
| 2                 | "Claim Status" |

#### To use, say or enter:

- Your NPI
- Your PTAN
- The last five digits of your TIN
- The patient's full Medicare number
- The patient's entire name
- The date of service (DOS)

#### Claim status information provided:

*Limited information given for non-assigned claims*

- Number of claims returned for DOS
- Claim status (pending, processed, or denied)
- Claim submitted amount
- Claim allowed amount
- Claim paid amount
- Claim paid date and check number
- Crossover information, if applicable

#### Say "details" or press 4 for:

*Assigned claims only*

- Claim control number
- Procedure code
- Modifier, if applicable
- Line-level diagnosis code, if applicable
- Line-level submitted amount
- Line-level allowed amount
- If line denied, reason for denial

#### Claim status navigation:

- Say "repeat that" or press 1
- Say "next claim" or press 2
- Say "previous claim" or press 3
- Say "claim details" or press 4
- Say "duplicate remittance" or press 5
- Say "additional information" or press 6
- Say "change date" or press 7
- Say "change Medicare number" or press 8
- Say "change the PTAN" or press 9
- Say "change the NPI" or press 10

## ADDITIONAL OPTIONS

### Provider Summary

| Touch-Tone Option | Vocal Option       |
|-------------------|--------------------|
| 3                 | "Provider Summary" |

#### To use, say or enter:

- Your NPI, PTAN, and last five digits of your TIN
- Provider summary information returned:**
- Number of pending and approved-to-pay claims and corresponding dollar amounts
  - Details on last check issued to PTAN entered

### Checks

| Touch-Tone Option | Vocal Option |
|-------------------|--------------|
| 4                 | "Checks"     |

#### To use, say or enter:

- Your NPI, PTAN, and last five digits of your TIN
- "Check status" or press 1
- "Range of dates" or press 2

#### Check information retrieved:

- Check number, amount, issue date, and status

### Deductibles

| Touch-Tone Option | Vocal Option  |
|-------------------|---------------|
| 5                 | "Deductibles" |

#### To use, say or enter:

- Your NPI, PTAN, and last five digits of your TIN
- The patient's Medicare number, name, and date of birth as it appears on the Medicare card

#### Deductible information provided:

- Amount applied to this year's and last year's deductible

### Pricing

| Touch-Tone Option | Vocal Option |
|-------------------|--------------|
| 6                 | "Pricing"    |

#### To use, say or enter:

- Your NPI, PTAN, and last five digits of your TIN
- Procedure code, modifier (or say "no modifier"), place of service, zip code, and date of service

#### Pricing information provided:

- Price matching criteria entered

### Questions

| Touch-Tone Option | Vocal Option |
|-------------------|--------------|
| 7                 | "Questions"  |

#### To use, say or enter:

- "Medicare News" or press 1 for Medicare news and alerts
- "Appeal Rights" or press 2 for appeal rights information
- "Addresses" or press 3 for WPS mailing addresses
- "Phone Numbers" or press 4 for WPS phone numbers

## IVR HINTS

### Helpful Hints:

- Only enter the last five digits of your TIN, do not enter the full TIN
- Once comfortable with the flow, you may speak or key ahead without listening to the entire prompt
- At anytime, you can say "main menu" or "help"
- Instead of speaking, you may use touch-tones to enter information

### Using Touch-tones:

#### Entering Medicare Numbers and PTANs:

To enter numeric values, simply use the corresponding numbers on the touch tone keypad. To enter letters, use the \* (star) key followed by the number where the letter appears followed by the position of the letter. Note there are exceptions to the keypad rule for entering letters Q, R, S, and Z.:

| Conversion Table for Common Letters |         |         |
|-------------------------------------|---------|---------|
| A = *21                             | B = *22 | C = *23 |
| D = *31                             | T = *81 | Q = *11 |
| R = *72                             | S = *73 | Z = *12 |

#### Examples:

- For PTAN K0462V, key \*52-0-4-6-2-\*83
- For Medicare number 999888777D2, key 9-9-9-8-8-8-7-7-7-\*31-2

#### Entering patient names:

To enter a patient's name, use the numbers on the telephone keypad that correspond to the letters in the name. You must enter the entire last name followed by the first initial of the first name. If the last name is hyphenated, both names must be entered. If the last name is followed by a suffix, the suffix must be entered. For letters Q and Z use the 1 key.

#### Examples:

| Name        | Key         | Reference                       |
|-------------|-------------|---------------------------------|
| Dan Doe Jr. | 3-6-3-5-7-3 | D=3, O=6, E=3,<br>J=5, R=7, D=3 |
| Manqi Xiong | 9-4-6-6-4-6 | X=9, I=4, O=6,<br>N=6, G=4, M=6 |

<http://www.wpsmedicare.com>

## IOWA, KANSAS, MISSOURI, AND NEBRASKA

### The IVR Is Easy To Use! You Only Need:

- Your National Provider Identifier (NPI)
- Your Provider Transaction Access Number (PTAN)
- The last five digits of your Taxpayer Identification Number (TIN)
- The patient's Medicare number, name, and date of birth as it appears on the Medicare card
- The date of service

# 1-866-590-6702

**Monday – Friday, 7am – 6pm CT\***

When you call, the IVR will prompt you to enter the state where services were provided:

#### State Options:

| Touch-tone Option | Vocal Option |
|-------------------|--------------|
| 1                 | "Iowa"       |
| 2                 | "Kansas"     |
| 3                 | "Nebraska"   |
| 4                 | "Missouri"   |

#### IVR Options:

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

For more detailed information regarding the IVR, please visit the self-service portion of the WPS Medicare Website at: <http://www.wpsmedicare.com/j5macpartb/selfservice>

Should you have questions about the IVR or encounter an issue, please contact Customer Service for assistance at 1-866-503-3807 (8am - 5pm CT M-F)

# WPS MEDICARE PART B J5 MAC INTERACTIVE VOICE RESPONSE (IVR) TELEPHONE SYSTEM

The IVR offers the J5 MAC provider community quick and easy access to Medicare-related information 24 hours a day. Simply call the toll-free telephone number listed below and identify your state to access Medicare patient eligibility and claim status information.

**Iowa – Kansas – Missouri -  
Nebraska**

**1-866-590-6702**

**Monday – Friday  
7am – 6pm CT\***

*\*The IVR is available 24 hours a day, 7 days a week; however, functions such as eligibility and claim status rely upon availability of the claims processing system. The time noted above reflects the standard hours of operation when all IVR functions are available for use.*

**CMS**  
CENTERS for MEDICARE & MEDICAID SERVICES  
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**WPS**  
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