



## Interactive Voice Response (IVR) Part B Script

Thank you for taking the time to learn more about the Wisconsin Physicians Service (WPS) Medicare Interactive Voice Response (IVR) System.

First, we will review some IVR basics.

- What is an IVR?
  - IVR means Interactive Voice Response
- Who can use the IVR?
  - Medicare Part B providers in Iowa, Kansas, Nebraska, Western Missouri, Eastern Missouri
- What is the toll-free phone number?
  - 1-866-590-6702
- What are the hours of operation?
  - 6:00am to 6:00pm Central Time
  - Monday to Friday

Why does a provider want to use the IVR? The WPS Medicare IVR has longer hours than Customer Service and you will save time by not waiting for a CSR, and speaking ahead. Other IVR advantages include:

- Asking an unlimited number of questions
- Accessing detailed eligibility and claim information
- Obtaining a duplicate remittance for the claim in question
- Utilizing other expanded features not available from your previous IVR

**Note: CMS does not fund Customer Service to provide information that can be provided by the IVR; therefore, if you contact customer service, you will be instructed to call the IVR.**

First you will need to choose your state. Use your touch-tone and select from the following:

Touch Tone	State
1	Iowa
2	Kansas
3	Nebraska
4	Western Missouri (Previously called: 866-839-2442)
5	Eastern Missouri (Previously called: 866-539-5599)

Next you will enter the main menu and select from the following options:

Touch Tone	Vocal Command/ Option
1	Eligibility
2	Claim Status
3	Provider Summary
4	Checks
5	Deductibles
6	Pricing
7	Questions



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Note: Say “**Main Menu**” at any time to return to these options or say “**Help**” at any time to obtain additional instructions.

You will need the following information available:

- Your Provider Transaction Access Number (PTAN)
- The patient’s name
- The patient’s Medicare number
- The patient’s date of birth (DOB)
- The date of service (DOS)

In order to help you, you may want to have the following:

- IVR Instructions
- A quiet environment
- Telephone with handset or headset

It is important to understand how to use the touch tone pad for entering provider’s numbers, beneficiary names, and/or other areas where alpha characters are required.

Follow these guidelines:

- Enter the numbers on your phone keypad that correspond to the numbers in the patient’s Medicare number or the PTAN
  - 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.

Option 1, Eligibility

- Say or enter:
  - Your Provider Transaction Access Number (PTAN)
  - The patient’s Medicare number
  - The patient’s name
  - The patient’s date of birth
  - The date of service

The following information is provided:

- 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
- MSP type, effective date, and termination dates,
- HMO plan code, effective dates, and termination dates
- Crossover name
- Home Health details

What can I do next?

- Say “repeat that”
- Say “eligibility details”



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- Enter another patient's Medicare number when you hear the prompt "another patient's Medicare number"
- Say "Main Menu"
- \*\*\*\* Touch tones?

Option 2, Claim Status

- Say or enter
  - Your Provider Transaction Access Number (PTAN)
  - The patient's Medicare number
  - The patient's name
  - The date of service

The following information is provided:

- Number of claims for the DOS
- Status of the claim amount submitted
- Allowed amount
- Amount applied to the deductible
- Amount paid
- Paid date
- Check number
- Crossover information
- 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

The following information is **not** provided:

- Number of claims for the DOS
- Status of the claim
- Date finalized
- Crossover information

What can I do next?

Touch Tone	Vocal Command/ Option
1	Repeat that
2	Next claim
3	Previous claim
4	Duplicate remittance (assigned claims only)
5	Change date
6	Change Medicare number
7	Change PTAN
8	Main menu



### Option 3, Provider Summary

The following information is provided:

- Number of pending claims
- Dollar amount of pending claims
- Number of approved to pay claims
  - Total
  - Less than 14 days
- Dollar amount of approved to pay claims
  - Total
  - Less than 14 days
- Last check issued for PTAN including:
  - check date
  - amount
  - number

What can I do next?

Touch Tone	Vocal Command/ Option
1	Repeat that
3	Change PTAN
	Say "Main Menu"

### Option 4, Checks

You can search by:

- Check number
- Check status
- Range of dates

You will receive the following details:

- Check number
- Issue date
- Amount
- Date cashed
- Check status (if not cashed)

What Can I do next?

Touch Tone	Vocal Command/ Option
1	Repeat the information
2	Next check
3	Previous check
4	Change the date
5	Change the status
6	Change the PTAN
	Say "Main Menu"

### Option 5, Deductibles

Say or enter

- Your Provider Transaction Access Number (PTAN)



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- The patient's Medicare number
- The patient's name
- The patient's date of birth

You will receive the following details:

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

What can I do next?

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

Option 6, Pricing

Say or enter:

- Your Provider Transaction Access Number (PTAN)
- The procedure code and modifier (say "no modifier" if none)
- The place of service,
- The zip code of your office
- The date of service

You will receive pricing information that matches the criteria entered.

What can I do next?

Touch Tone	Vocal Command/Option
1	Repeat that
2	Change the procedure code
3	Change the PTAN
	Say "Main Menu"

Option 7, Questions

Touch Tone	Vocal Command	Description
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"
2	Appeals Rights	Provides information about the five different levels of appeal rights
3	Addresses	Provides a listing of Medicare departments and their corresponding mailing address
4	Phone Numbers	Provides a listing of Medicare departments and their corresponding phone number

For our Missouri Part B Providers only:

Missouri is divided into two separate regions:

- Western Missouri



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- The Kansas City area which previously dialed (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
  - The rest of the state including St. Louis and Springfield which previously dialed (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.

Note: Missouri Part B providers must say their region to access the correct information using the IVR.

Thank you.