

## IVR Operating Guide

### WPS Medicare Legacy Part A Interactive Voice Response (IVR) Telephone System

#### Legacy Part A – (866) 580-5983

#### IVR Hours

**Monday – Friday 7:00 am – 6:00 pm CT\*\***

*\*\*Please note the IVR is available 24 hours a day, 7 days a week; however, functions that require the input of a National Provider Identifier (NPI), Provider Transaction Access Number (PTAN), and Taxpayer Identification Number (TIN), 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, although some functions may be available outside of the standard hours of operation.*

#### 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 name (if applicable)
- The patient's Medicare number – usually nine numbers, followed by a letter (for example, 123456789A) (if applicable)
- The patient's date of birth (DOB) (if applicable)
- The date of service (DOS) in question (if applicable)
- A 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

#### 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. The options are as follows: <b>Touch-Tone Option</b>	<b>Vocal Option</b>
1	"Eligibility"
2	"Claim Status"
3	"Checks"
4	"Remittance Advice"
5	"Questions"

#### Helpful Hints

- You can bypass the up-front message by saying "main menu" or using the pound key on the telephone keypad.
- You can say "help" at any time during the call to obtain additional instructions.

- Saying “main menu” will always bring you back to the beginning of the call flow.
- Once you are comfortable with the call flow, you can speak and key ahead without listening to the entire prompt.
- Conversion tools are located on the WPS Medicare Website [http://wpsmedicare.com/part\\_a/resources/claims\\_elig\\_tools/interactive\\_voice\\_response/](http://wpsmedicare.com/part_a/resources/claims_elig_tools/interactive_voice_response/) to assist you when converting alphabetic data into a numeric format for entering into the IVR via the touch-tone feature.
- If the IVR is having trouble recognizing what you say, enter the information using your telephone keypad instead.
- Entering patient names using touch-tones is different than entering Medicare numbers, NPIs, PTANs, and TINs.
- Your Provider Transaction Access Number (PTAN) consists of 5 to 10 characters comprised of numeric or alpha characters. It is also referred to as your “legacy Medicare provider number” or “PIN”.
- The IVR will search for all information contained under the NPI, not just the NPI-PTAN-TIN combination entered.
- If the IVR says you can say “additional information”, it means there could be more data associated with the NPI.

## Eligibility

Touch-Tone Option	Vocal Option
1	“Eligibility”

### To Use:

- Say or enter your NPI.
- Say or enter your PTAN.
- Say or enter the **last five digits** of your TIN.
- Say or enter the patient’s Medicare number.
- Say or enter the patient’s name as it appears on the Medicare card.
- Say or enter the patient’s date of birth.
- Say or enter the date of service to verify file information about Medicare Secondary Payers (MSP) and Health Maintenance Organizations (HMO). The date of service must be the current date or a past date.

### Eligibility Information Available:

- The correct Medicare number, if the one provided has changed.
- Part A and B current effective dates.
- Part A and B current termination dates.
- Part A and B prior effective dates.
- Part A and B prior termination dates.
- Last billing date
- Date of Death, if applicable
- Hospital full and coinsurance days (if applicable to provider type)
- Skilled Nursing Facility full and coinsurance days (if applicable to provider type)
- Lifetime Reserve days (if applicable to provider type)
- Lifetime Psychiatric days (if applicable to provider type)

- Current and prior year Physical Therapy (PT) and Occupational Therapy (OT) limits.
- Deductible information (current and previous year)
- Primary health insurance information (whether Medicare is primary or secondary).\*

*\*Please note, if a beneficiary is enrolled in an HMO, the IVR will state Medicare is primary and will indicate whether it 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 Medicare. Please refer to Publication 100-04, Chapter 1, on the Centers for Medicare & Medicaid Services' (CMS') website for further details on claim submission: <http://www.cms.gov/manuals/downloads/clm104c01.pdf>*

**After You Receive Eligibility Information, You Can:**

- Say, "Repeat that."
- Say or enter another patient's Medicare number when you hear the prompt, "Tell me another patient's Medicare number."
- Say, "Main menu."

**Claim Status**

Touch-Tone Option	Vocal Option
2	"Claim Status"

**To Use:**

- Say or enter your NPI.
- Say or enter your PTAN.
- Say or enter the **last five digits** of your TIN.
- Say or enter the patient's Medicare number.
- Say or enter the patient's name as it appears on the Medicare card.
- Say or enter the date of service (DOS)

**Claim Status Information Available:**

- Number of claims for the DOS
- Status of the claim – denied, rejected, returned, paid, or pending
- Receipt date
- Type of Bill
- Total Charges
- Claim location

**Claim Detail Information Available**

- Processed date (if applicable)
- Paid as Medicare Primary or Secondary (if applicable)
- Provider Reimbursement (if any)
- Patient Deductible/Co-Insurance (if applicable)
- Beneficiary Liability (if applicable)
- Non-Covered Charges (if applicable)

- Check Number (EFT or Check) (if applicable)
- ADR date (if applicable)
- Document Control Number
- Reason Code and description

**After You Receive Claim Information, You Can:**

- Say “repeat that” or press 1
- Say “claims detail” or press 2
- Say “next claim” or press 3
- Say “previous claim” or press 4
- Say “additional PTAN information” or press 5 (if more claims are available)
- Say “change date” or press 6
- Say “change Medicare number” or press 7
- Say “change the PTAN” or press 8
- Say “change the NPI” or press 9
- Say “main menu” or press 10

**Checks**

Touch-Tone Option	Vocal Option
3	“Checks”

**To Use:**

- Say or enter your NPI
- Say or enter your PTAN
- Say or enter the last five digits of your TIN

**You Can Search Checks By:**

- Say “last three checks” or press 1
- Say “specific check” or press 2

**You Will Receive the Following Check Information:**

- Check number
- Check amount
- Check issue date

**After You Receive Check Information, You Can:**

- Say “repeat that” or press 1
- Say “additional PTAN information” or press 2 (plays information on additional PTANs if available)
- Say “get another check” or press 3 (only plays if initial search was by range of dates)
- Say “change the PTAN” or press 4
- Say “change the NPI” or press 5
- Say “main menu” or press 6

## Remittance Advice

Touch-Tone Option	Vocal Option
4	"Remittance Advice"

### To Use:

- Say or enter your NPI
- Say or enter your PTAN
- Say or enter the last five digits of your TIN
- Say or enter the date of the Remittance
  
- **You Will Receive the Following Remittance Information:** Remittance number
- Remittance check amount
- Claim Payment amount
- PIP Payment amount
- Capital Payment Amount
- Direct Medical Education Payment amount
- Kidney Acquisition Payment amount
- Bad Debts Payment amount
- NPA Payment amount
- Return on Equity Payment amount
- Accelerated Payment amount
- Settlement Payment amount
- Settlement TOPS Payment amount
- Penalty Release Payment amount
- Refunds Payment amount
- 935 Payment amount
- Claims Withholding amount
- Accelerated Payments Withholding amount
- Penalty Withholding amount
- Settlement Withholding amount
- Penalty Recoup Withholding amount
- Offset Accounts Receivable Withholding amount
- Affiliates Withholding amount
- 935 Withholding amount

### After You Receive Remittance Information, You Can:

- Say "repeat that" or press 1
- Say "get another remittance" or press 2
- Say "change the PTAN" or press 3
- Say "change the NPI" or press 4
- Say "main menu" or press 5

## Questions

Touch-Tone Option	Vocal Option
5	"Questions"

### Commonly Requested Phone Numbers

Questions Sub Menu	
Touch-Tone Option	Vocal Option
1	"Phone Numbers"

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

### Commonly Requested Addresses

Questions Sub Menu	
Touch-Tone Option	Vocal Option
2	"Addresses"

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

### Hours of Operation

Questions Sub Menu	
Touch-Tone Option	Vocal Option
3	"Hours of Operation"

- Provides a listing of Medicare departments and their corresponding hours of operation.

### Appeals

Questions Sub Menu	
Touch-Tone Option	Vocal Option
4	"Appeal Rights"

- Provides information about the five different levels of appeal rights.

### HMOs

Questions Sub Menu	
Touch-Tone Option	Vocal Option
5	"HMOs"

#### To Use:

- Say or enter your 5 character HMOs contractor ID

#### You Will Receive the Following HMO Information:

- HMO Name
- Phone number (if available)
- Address

#### After You Receive HMO Information, You Can:

- Say "repeat that" or press 1
- Say "get another HMO" or press 2
- Say "main menu" or press 3

## Remarks Codes

Questions Sub Menu	
Touch-Tone Option	Vocal Option
6	"Remittance Advice Code Definitions"

### To Use:

- Say or enter your Remittance Advice Code

### You Will Receive the Following Remittance Advice Code Information:

- Remittance Advice Code definition

### After You Receive Remittance Advice Code Information, You Can:

- Say "repeat that" or press 1
- Say "get another code" or press 2
- Say "main menu" or press 3

## Entering Data by Using Touch Tones

### Beneficiary Name Converter and PTAN and Beneficiary Medicare Number Converter Tools

These conversion tools can assist you in converting alphabetic data into a numeric format for entering into the IVR via the touch-tone feature.

- The Beneficiary Name Converter tool changes a beneficiary name into a number
- The PTAN and Beneficiary Medicare Number Converter tool converts an alphanumeric PTAN or a beneficiary Medicare number into a number

To access either tool please visit the Resources area of the WPS Medicare website: [http://wpsmedicare.com/part\\_a/resources/claims\\_elig\\_tools/interactive\\_voice\\_response/](http://wpsmedicare.com/part_a/resources/claims_elig_tools/interactive_voice_response/)

If Internet access is not available, continue to use the following instructions:

### How to Enter a Medicare Number, NPI, PTAN, or TIN

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			
<b>A = *21</b>	<b>B = *22</b>	<b>C = *23</b>	<b>D = *31</b>
<b>M = *61</b>	<b>T = *81</b>	<b>W = *91</b>	
<b>Q = *11</b>	<b>R = *72</b>	<b>S = *73</b>	<b>Z = *12</b>

- To enter **Medicare number** 123456789A, key 123456789 \*21 (\*21 = A, A is on the number 2 key in the first position)

- To enter **Medicare number** 999888777D2, **key** 999888777 \*31 2 (\*31 = D, D is on the number 3 key in the first position)
- To enter **PTAN** I0462J, **key** \*43 0462 \*51 (\*43 = I, I is on the number 4 key in the third position; \*51 = J, J is on the number 5 key in the first position)
- To enter **PTAN** P6Q3462, **key** \*71 6 \*11 3462 (\*71 = P, P is on the number 7 key in the first position; \*11 = Q, Q is one of the exceptions noted above)
- To enter **NPI** 9999988888, **key** 9999988888
- To enter **the last five digits of TIN** 112233445, **key** 33445

### How to Enter a Patient's Name

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.

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

Name	Entered As
John Smith, Jr.	76484575; S = 7; M = 6; I = 4; T = 8; H = 4; J = 5; R = 7; J = 5
Suzy Que	1837; Q = 1; U = 8; E = 3; S = 7
Jane Doe-Smith	363764845; D = 3; O = 6; E = 3; S = 7; M = 6; I = 4; T = 8; H = 4; J = 5

A full conversion table is available at:

[http://wpsmedicare.com/part\\_a/resources/claims\\_elig\\_tools/interactive\\_voice\\_response/](http://wpsmedicare.com/part_a/resources/claims_elig_tools/interactive_voice_response/)