

USING THE WPS MEDICARE PART B IVR

IL 1-877-908-9499 MI 1-877-567-7201 MN 1-877-908-8470 WI 1-877-567-7176

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 his or her Medicare card
- Say or enter the date of service (DOS)

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 – denied, paid, or pending • 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 – denied, finalized, or pending • Crossover information (if applicable)

Detailed Claim Information Available for Assigned Claims Only: (Say "Claim Details" or Press 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 "additional information" or press 6 (if more claims are available)
- 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
- Say "main menu" or press 11

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Provider Summary



Touch-tone Option	Vocal Option
3	Provider Summary



To Use:

- Say or enter your NPI
- Say or enter your PTAN



Say or enter the last five digits of your TIN

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 the PTAN entered including the check date, 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 the PTAN” or press 3
- Say “change the NPI” or press 4
- Say “main menu” or press 5

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

Please note provider summary data changes daily. This option is for informational purposes only and is not meant as a tool for tracking specific claims submissions as they adjudicate through the system. The purpose of provider summary is to give billers a current snapshot of the amount of claims pending in the claims processing system and their corresponding dollar amount.

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Checks



Touch-tone Option	Vocal Option
4	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 “check status” or press 1
 - 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 2
 - Say or enter the starting date and ending date

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

After You Receive Check Information, You Can:

- Say “repeat that” 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 “additional information” or press 6 (plays information on additional PTANs if available)
- Say “change the PTAN” or press 7
- Say “change the NPI” or press 8
- Say “main menu” or press 9

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Deductibles



Touch-tone Option	Vocal Option
5	Deductibles



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 his or her Medicare card
- Say or enter the patient's date of birth

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"
- Say or enter another patient's Medicare number when you hear the prompt, "tell me another patient's Medicare number"
- Say "main menu"

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Pricing



Touch-tone Option	Vocal Option
6	Pricing



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 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 where the services were rendered
- Say or enter the date of service

Please note that the IVR will only recognize the following modifiers that may affect pricing - 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 “change the NPI” or press 4
- Say “main menu” or press 9

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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

ENTERING DATA BY USING TOUCH-TONES

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



- 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	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
Vivienne Zaneski	12637548; Z = 1; A = 2; N = 6; E = 3; S = 7; K = 5; I = 4; V = 8
Phillip Nord-Jones	6673566377; N = 6; O = 6; R = 7; D = 3; J = 5; O = 6; N = 6; E = 3; S = 7; P = 7