

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, J=5, R=7, D=3
Manqi Xiong	9-4-6-6-4-6	X=9, I=4, O=6, N=6, G=4, M=6

<http://www.wpsmedicare.com>

ILLINOIS, MICHIGAN, MINNESOTA, & WISCONSIN

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

Illinois 1-877-908-9499
Michigan 1-877-567-7201
Minnesota 1-877-908-8470
Wisconsin 1-877-567-7176

Monday – Friday, 7am – 6pm CT*

IVR Options:

You will not hear the touch-tone options during the initial prompts; however, you may either speak the option or key the numeric value to the left.

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, please view our comprehensive IVR instructions on the WPS Medicare Website at:
http://www.wpsmedicare.com/part_b/selfservice/ivr.pdf

Should you have questions about the IVR or encounter an issue, please contact Customer Service for assistance at:

Illinois 1-866-234-7340 8am-4pm CT M-F
 Michigan 1-866-234-7331 8am-4pm ET M-F
 Minnesota 1-866-359-1598 8am-4pm CT M-F
 Wisconsin 1-866-359-1599 8am-4pm CT M-F

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

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

Illinois 1-877-908-9499
Michigan 1-877-567-7201
Minnesota 1-877-908-8470
Wisconsin 1-877-567-7176

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
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Version 1.0

WPS
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Last updated 04/29/2009