

## Part B IVR Operating Guide

CO, NM, OK, TX/Indian Health, Veterans Affairs  
 Providers – (877) 567-9230  
 Virginia Providers – (866) 502-9049

### Operating Hours:

<http://www.trailblazerhealth.com/Tools/Notices.aspx?ID=13470&DomainID=1>

### Provider Authentication Elements Required

- National Provider Identifier (NPI).
- Provider Transaction Access Number (PTAN).
- Last five digits of the Tax Identification Number (TIN).

### Steps for Entering the Provider Elements

- To enter an NPI, simply press the numbers on your telephone keypad followed by # (pound key).
- To enter a PTAN, the following telephone pad identifies the appropriate sequence that should be keyed to represent the alphabetic characters indicated.

A *21	B *22	C *23	D *31	E *32	F *33	G *41	H *42	I *43	J *51	K *52	L *53	M *61
N *62	O *63	P *71	Q *11	R *72	S *73	T *81	U *82	V *83	W *91	X *92	Y *93	Z *12

Example: The PTAN Z01234 should be entered as \*1201234#.

- An IVR PTAN conversion tool was created to assist providers entering the PTAN into the IVR. In the conversion tool, simply type the PTAN, press the convert button, and the tool will automatically convert the PTAN to the numbers/characters required by the IVR.  
<http://www.trailblazerhealth.com/Tools/IVRTools.aspx>
- To enter the TIN, simply press the last five digits of the TIN.

### Patient's Medicare Number

- The Medicare number is a nine-digit number followed by one or two alpha suffixes or by an alpha suffix and a number.
- Alpha suffixes that are recognized by the IVR are: A, B, C, D, M, T or W.
- Other suffixes such as E, F, G, H, J or K are not recognized by the IVR. The Customer Service Representatives (CSRs) will assist callers with health insurance claims that contain these suffixes.

- If a patient's Medicare number begins with a letter, it is a Railroad Medicare number. Please call Railroad Medicare at (877) 288-7600. For Indian Health Service (IHS) railroad claims, please call the IHS customer service line at (866) 448-5894.

### Steps for Entering the Patient Name

- Enter the first six letters of the patient's last name (as shown on the Medicare card) followed by # (pound key). Next, enter the first letter of the patient's first name.
- An IVR name conversion tool was created to assist providers with entering the patient's name into the IVR. In the conversion tool, simply type the patient's last name (including titles such as Jr., Sr. and III), press the **Convert** button, and the tool will automatically convert the name into the numbers required by the IVR.  
<http://www.trailblazerhealth.com/Tools/IVRTools.aspx>

**Note:** Names that contain special characters such as hyphens or apostrophes cannot be entered into the IVR. Callers should contact Customer Service for assistance if the patient's name contains special characters.

### Main Menu of the IVR

- Press **1** for Medicare **Eligibility** and Benefits.
- Press **2** for Medicare **Claim** status.
- Press **3** for Medicare **Payment** status.
- Press **4** to request a copy of a remittance notice.
- Press **5** for **General Medicare** Information.
- Press **7** for **Provider Enrollment**.
- Press **#** to **repeat** this menu.
- Press **\*7** to take our survey.

### Eligibility

Because of the Privacy Act, correct patient information must be provided to receive eligibility information. The information provided is current at the time of the IVR call.

The following eligibility menu is available:

- Press **1** for a complete list of all eligibility information.
- Press **2** for Part B benefits (effective/termination dates and deductible remaining to be met for current and prior year).
- Press **3** for **Medicare Advantage** managed care plans and **Medicare secondary payer** status for employer group health plan.
- Press **4** for preventive services.
- Press **5** for home health benefits.
- Press **6** for hospice benefits.

- Press **7** for Part A benefits (effective/termination dates, date of last billing, hospital days remaining, skilled nursing days, psychiatric days and lifetime reserve days).
- Press **8** for speech, physical and occupational therapy caps.
- Press **9** to check benefits under a different Medicare number (HICN).
- Press **\*** (star key) to return to the main menu.
- Press **#** to repeat.
- Press **\*7** to take our survey.

### **Eligibility Tips**

- If the PTAN is terminated, the caller will not be able to get eligibility status.
- If the patient has a current MSP, home health or hospice record and an older record is also on file, the IVR will only give the most current insurance information to the caller.

### **Claim Status**

Once the caller has received claim status, the following claims menu is available:

- Press **1** for detailed claim information.
- Press **2** to request a duplicate remittance.
- Press **3** for more claims on this date.
- Press **4** to change the service date.
- Press **5** to change the HICN.
- Press **6** to change the NPI and PTAN.
- Press **#** to repeat the claim information.
- Press **\*** to return to the main menu.
- Press **\*7** to take our survey.

### **Claim Status Tips**

- If the PTAN is terminated, the IVR will allow the caller to get claim status.
- If the claim in question falls during an incarcerated, deported or alien period on the Common Working File (CWF), the IVR will refer the caller to the penal authorities (incarcerated) or Social Security (alien or deported). If the claim has a QJ modifier (which allows Medicare to approve the claim and allow the penal authority to reimburse later), the IVR will not give status on the claim. Instead the IVR will refer the caller to the penal authority.
- If there are multiple PTANs associated with the NPI entered and there is no claim found for the initial PTAN entered, the IVR will ask the caller to hold while the records are checked for the claim under the other PTANs within the group. If a claim is found, status will be given to the caller.
- The IVR will not give claim status on claims that are Demo 56 services.

## **Financial Information**

The following check menu is available:

- Press **1** for the last three checks/remittances issued.
- Press **2** for the number of claims approved to pay and the approved-to-pay amount.
- Press **3** for payment information by check number.

## **Financial Information Tips**

- If the PTAN is terminated, the IVR will allow the caller to get financial information.
- The caller will only receive the last three checks or no-pay remittances that have been issued.

## **General Information**

The IVR will provide the following:

- Press **1** for important notices.
- Press **2** for important telephone numbers and related hours of operation.
- Press **3** for important address information.
- Press **4** for a remittance code lookup.
- Press **5** for appeal rights.
- Press **\*** to return to the main menu.