



Part A IVR Operating Guide (877) 567-9230

Operating Hours:

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

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).
- The PTAN will be entered as an alphanumeric number. The provider will need to make three selections to enter a letter:
 1. Press * (star key). (This tells the system you are about to enter a letter.)
 2. Select the number on the telephone keypad that corresponds to the letter you want to enter.
 3. Select the position in which the letter is located.

Example: To enter the letter **H**, press ***42**. To enter the letter **V**, press ***83**.
PTAN 12M345 would be entered as: **12*61345#**.

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

To enter the TIN, simply press the last five digits of the TIN.

Steps for Entering the Patient's Medicare Number

- The IVR accepts all Medicare numbers except those ending in a double letter suffix starting with the letter T. Example: TA, TB, TM.
- The Medicare number will be entered as an alphanumeric number. The provider will need to make three selections to enter a letter:
- Press * (star key). (This tells the system you are about to enter a letter.)

- Select the number on the telephone keypad that corresponds to the letter you want to enter.
- Select the position where the letter is located.

Example: To enter the letter **H**, press ***42**. To enter the letter **V**, press ***83**.

Medicare Number Examples:

Suffix: **123456789A** would be entered as: **123456789*21#**.

123456789AB would be entered as: **123456789*21*22#**.

Prefix: **WA123456789** would be entered as: ***91*21123456789#**.

A123456789 would be entered as: ***21123456789#**.

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

- If the Medicare number contains a double-letter suffix starting with the letter T, the caller will need to contact Customer Service at **(866) 640-9202**.

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 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 check the status of a **redetermination** request.
- Press **5** for **general Medicare** information.
- Press **#** to **repeat** this menu.

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 A benefits** (effective/termination dates, date of last billing, hospital days remaining, skilled nursing days, psychiatric days and lifetime reserve days).
- Press **3** for **Medicare Advantage** managed care plans and **Medicare secondary payer** status for an employer group health plan.
- Press **4** for **preventive services**. (Please check all codes.)
- Press **5** for home health benefits.
- Press **6** for hospice benefits.
- Press **7** for **Part B benefits** (effective/termination dates, deductible remaining to be met for current and prior year, and speech, physical and occupational therapy caps remaining for the current year).
- Press **8** for **ESRD** benefits.
- Press **9** to check benefits under a different Medicare number (HICN).
- Press * (star key) to return to the main menu.

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.

New Claim Status Menu

- Press **1** for **claim status**.
- Press **2** for **overlapping claim lookup**.

Claim Status

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

- Press **1** for more claims on this date.
- Press **2** to change the service date.
- Press **3** to change the HICN.
- Press **4** to change the NPI and PTAN.
- Press **#** to repeat the claim information.
- Press * to return to the main menu.

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).

Overlapping Claim Lookup

On September 9, 2011, the Part A Interactive Voice Response (IVR) was enhanced to provide overlapping claim lookup information. This new information can be found by requesting claim status from the IVR main menu and then choosing overlapping claim lookup. The caller will be prompted to enter the required information.

Note: Effective **October 1, 2011**, callers will be required to use the Part A IVR for overlapping claim requests.

Once the caller has received the overlap information, the following claims menu is available:

- Press **#** (pound key) to repeat this information.
- Press **1** to check another Document Control Number (DCN).
- Press **2** to check overlapping claim status for a different Medicare number.
- Press **3** to change the NPI/PTAN.
- Press ***** (star key) to return to the main menu.

Note: The complete DCN including any alpha characters must be entered.

How to Enter Alpha Characters

- To enter an alpha character, you will need to make three selections to enter a letter. First, press the ***** (star key); second, select the number on the telephone keypad that corresponds to the letter you want to enter; third, select the position in which the letter is located. For example, to enter the character T, you would press ***81**; to enter the character X, you would press ***92**. The complete DCN should be entered followed by the **#** (pound key).

Financial Information

The following check menu is available:

- Press **1** to receive status on the next three checks.
- Press **#** to repeat this information. (This will repeat the check information.)
- Press ***** to return to the main menu.

Financial Information Tips

- If the PTAN is terminated, the IVR **will allow** the caller to get financial information.
- The caller may get status on 24 total checks; the checks will be given in increments of three. The checks will begin with the most recently issued check and proceed backwards.

Redetermination Request

Once the IVR has given the caller the status of their request; the following redetermination menu is available:

- Press **1** to check the status of another redetermination for this patient.
- Press **2** to check the status of another redetermination request for a different patient.
- Press **3** to change the NPI and PTAN.
- Press **#** to repeat.
- Press ***** to return to the main menu.

Redetermination Request Tip

- The DCN could contain "TXA" or "OKA" on the end. When callers enter the DCN, they **will not** enter the alpha characters.

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.