Provider IVR Instructions

1. Dial 1-800-655-7947 or dial 1-800-321-7947 and press 1

2. Enter your individual NPI or Tax ID Number (TIN)

3. Enter the Member ID Number

4. Enter the member’s date of birth (DOB)

5. Choose an option:
   a. Press 1: Enrollment Status
   b. Press 2: Claim Status
   c. Press 3: Benefit Details
      i. Press 1: Medical Benefits
         1. Press 1: Office Visit
         2. Press 2: Therapy
         3. Press 3: Durable Medical Equipment
         4. Press 4: Other Coverage
      ii. Press 2: Pharmacy Benefits – Routes to a Customer Service Advocate
      iii. Press 3: Dental Benefits – Routes to a Customer Service Advocate
      iv. Press 4: Vision Benefits – IVR will provide benefits for plans with vision wear and routine vision exam benefits administered by SWHP; plans with benefits administered by Superior/Block Vision will be referred to Superior/Block Vision for assistance
      v. Press 5: Behavioral Health Benefits – Routes to a Customer Service Advocate
   d. Press 4: Claim Mailing Address

NOTE: Every option will allow the provider to ask the IVR to repeat information, for more information, change members, change providers, and speak with a live Customer Service Advocate.
Provider IVR
Frequently Asked Questions (FAQs)

1. How do I reach the new provider IVR?
   Answer: You can dial the direct phone number for the IVR (1-800-655-7947), or you can dial our main customer service phone number (1-800-321-7947) and select option 1.

2. What kind of information can I get on the IVR?
   Answer: You can get information about the member’s enrollment status, claim information, claim address, and benefit information.

3. Will the IVR provide the member’s deductible, out-of-pocket maximum, and any amounts that have been satisfied?
   Answer: Yes, the IVR will provide the member’s individual deductible and out-of-pocket maximum information.

4. What information do I need to provide to use the IVR?
   Answer: You will need your individual National Provider Identifier (NPI) or Tax ID Number (TIN), member’s 11-digit ID number, and member’s date of birth (DOB).

5. Will I have the option to speak with a live Customer Service Advocate?
   Answer: Yes, there is an option to speak with a live Customer Service Advocate within the IVR menu options.

6. When I call about a claim and want to speak with a Customer Service Advocate, will I be able to speak with an Advocate?
   Answer: Yes, you will. If you need to speak with a Customer Service Advocate after checking claims on the IVR, you will be routed to an Advocate for assistance.

7. What if the provider IVR is unavailable or is having technical difficulties?
   Answer: If the IVR is unavailable or having technical difficulties, you will be routed to a Customer Service Advocate for assistance. Please report any issues to the Customer Advocacy Department.

8. What happens if one NPI number applies to multiple providers?
   Answer: You will be routed to a Customer Service Advocate if the IVR cannot identify an individual NPI.

9. What are the hours of operation for the IVR?
   Answer: The provider IVR will be available 24 hours a day, 7 days a week. To speak with a live Customer Service Advocate about a claim, please call between 7:00 a.m. – 5:00 p.m., Monday through Friday.
Every option will allow the provider to ask the IVR system to repeat information, ask more information, change members, change providers and speak with a live agent.

A Macess footprint will also be available for any provider IVR phone call.

IVR = Interactive Voice Response
CSA = Customer Service Advocate
OV = Office Visit
EOP = Explanation of Payment