

ELIGIBILITY & CLAIM STATUS

Eligibility

Touch-Tone Option	Vocal Option
1	Eligibility

To Use:

- Say or enter your National Provider Identifier
- Say or enter your Provider Transaction Access Number
- Say or enter the patient's Medicare number
- Say or enter the patient's name from the Medicare card
- Say or enter the patient's date of birth, MMDDYY
- Say or enter the DOS, MMDDYY to verify Medicare

eligibility information for that DOS

Eligibility information available:

- The correct Medicare number, if it has changed
- Part A and B effective dates
- Date of death, if applicable
- Primary health insurance information
- Current and previous year deductible information
- Physical Therapy/Occupational Therapy Limits

At this point, you can say "details" for the following information, if applicable:

- MSP type, effective dates, and termination dates for up to 2 valid records
- HMO plan code, effective dates, and termination dates

- Crossover name for up to 2 valid records
- Home Health (HH) information, whether the beneficiary is receiving HH and the date discontinued

After receiving eligibility information:

- Say "repeat that" to hear the information again
- Enter another patient's Medicare number after the "another patient's Medicare number" prompt

*Please note that if a beneficiary is enrolled in an HMO, the IVR will state Medicare is primary. It is important that the provider listen to whether the IVR states the HMO is a risk-type HMO or cost-type HMO. If the HMO is a risk-type, providers may only bill the HMO. If the HMO is a cost-type, providers may bill the HMO or WPS as the Medicare Part B Carrier. Please refer to Chapter 1 of Publication 100-04 on the Centers for Medicare and Medicaid Service's (CMS's) Website for further details on claim submission.

<http://www.cms.hhs.gov/manuals/downloads/clm104c01.pdf>



PROVIDER SUMMARY & CHECK INFORMATION

Claim Status

Touch-Tone Option	Vocal Option
2	Claim Status

To Use:

- Say or enter your National Provider Identifier
- Say or enter your PTAN
- Say or enter the patient's Medicare number
- Say or enter the patient's name from the Medicare card
- Say or enter the date of service, MMDDYY

Claim status information available:

(Limited information available for non-assigned claims)

- Number of claims for the DOS
- Claim status (pending, processed, denied or rejected)
- Amount submitted - Amount allowed
- Amount paid - Paid date - Check number
- Crossover information, if applicable

Claims Detail Information:

(Assigned claims only, say "claim details" or enter 4)

- Claim control number
- Number of line items and specific line information (DOS, procedure code, modifier, diagnosis code,

amount submitted, allowed amount, and reason for denial)

After receiving claim information:

- Say "repeat that" or enter 1
- Say "next claim" or enter 2
- Say "previous claim" or enter 3
- Say "duplicate remittance" or enter 5 (assigned claims)
- Say "additional information" or enter 6
- Say "change date" or enter 7
- Say "change Medicare number" or enter 8
- Say "change the PTAN" or enter 9
- Say "change the NPI" or enter 10

Provider Summary

Touch-Tone Option	Vocal Option
3	Provider Summary

To Use:

- Say or enter your National Provider Identifier
- Say or enter your PTAN

Provider summary information available:

- Number of pending claims and dollar amount
 - Number of approved-to-pay claims and dollar amount
 - Number of approved-to-pay claims less than 14 days old and dollar amount
 - Last check issued including date, amount, and number
- #### After receiving the provider summary:
- You can say "details" to receive the following information:
- Number of month-to-date claims and dollar amount
 - Number of year-to-date claims and dollar amount

DEDUCTIBLES, PRICING & QUESTIONS

Check Information

Touch-Tone Option	Vocal Option
4	Checks

To Use:

- Say or enter your National Provider Identifier
- Say or enter your PTAN

You can search checks by:

- **Check status** - say "check status" or enter 1
- **Dates** - say "range of dates" or enter 2 (MMDDYY)

You will receive the following information:

- Check number, issue date, amount, cashed date, and status if not cashed (outstanding cancelled, or voided)

Deductibles

Touch-Tone Option	Vocal Option
5	Deductibles

To Use:

- Say or enter your, NPI, PTAN, patient's Medicare number and name from the Medicare card, and the patient's date of birth MMDDYY

You will receive the following information:

- Amount applied to current year's deductible
- Amount applied to previous year's deductible

Pricing

Touch-Tone Option	Vocal Option
6	Pricing

To Use:

- Say or enter your NPI, PTAN, procedure code, modifier (say "no modifier" or enter 1 if none), place of service (or numeric two-digit place of service code), zip code of where services were rendered, and the date of service

*Please note that the IVR will only recognize modifiers that affect price

You will receive the following information:

- Pricing information that matches the criteria entered

Questions

Touch-Tone Option	Vocal Option
7	Questions

To Use:

- Say "Medicare News" or enter 1 to receive a listing of Medicare news and alerts
- Say "Appeal Rights" or enter 2 to receive appeal rights information
- Say "Addresses" or enter 3 to receive a listing of Medicare departments and their mailing addresses
- Say "Phone Numbers" or enter 4 to receive a listing of Medicare departments and their phone numbers

THE IVR IS EASY TO USE

All you need is:

- Your National Provider Identifier (NPI)
- Your Provider Transaction Access Number (PTAN)
- The patient's Medicare number
- The patient's name
- The patient's birth date in MMDDYY format
- The Date of Service (DOS) in question (MMDDYY or MMDDCCYY format)
- Telephone with handset or headset
- A quiet environment

To enter a Medicare Number, NPI, or PTAN:

To enter either of these numbers using touch tones, you must use the numbers on the telephone keypad that correspond to the number.

For example, to enter 123456789A, you would key: 123456789 * 21. The * indicates that the next entry is the letter A, which appears on the number 2 key in the first position.

To enter a suffix that has a letter followed by a number, key the 9-digit number, then the letter combination followed by the number.

For example, to enter 123456789C1, you would key 123456789*231.

There are exceptions to the keypad rule, as follows:

Q=*11	R=*72	S=*73	Z=*12
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To enter the patient's name:

To enter the patient's name using touch tone, you must use the numbers on the telephone keypad that correspond to the letters in the name.

You only need to enter the last name, first initial

For example, John Smith would be entered as 764845, this number represents the letters that correspond to Smith, J. (Exception to letters Q and Z, use the 1 key.)

Helpful Hints:

- Saying "main menu" will always bring you to the beginning of the call
- The previous and current fiscal year information is available for the previous and current fiscal year
- Once comfortable with the call flow, you can speak and key ahead, without listening to the entire prompt
- Your additional transactions Access Number is also referred to as your legacy Medicare Provider Number

For more information, please view our IVR instructions in their entirety on our Website at

http://www.wpsmedicare.com/part_b/selfservice/ivr.pdf

IVR OPTIONS

The IVR offers the provider community quick and easy access to Medicare information 24 hours a day. By simply calling the toll-free telephone number listed below that corresponds with your state you will have the ability to access the following options. You will not hear the touch-tone options during the initial prompts; however, you can either say the option or key the equivalent numeric value to the left. The options are as follows:

Touch-tone Option	Vocal Option
1	Eligibility
2	Claim Status
3	Provider Summary
4	Checks
5	Deductibles
6	Pricing
7	Questions

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

If you have questions about the IVR, or encounter a problem with the IVR, please contact Customer Service for assistance.

Illinois - (866) 234-7340
 Michigan - (866) 234-7331
 Minnesota - (866) 359-1598
 Wisconsin - (866) 359-1599

WPS MEDICARE INTERACTIVE VOICE RESPONSE (IVR) TELEPHONE SYSTEM

The IVR is available 24 hours a day, 7 days a week. Please be advised, the functions that require a National Provider Identifier (NPI) and a Provider Transaction Access Number (PTAN) to be entered, such as eligibility and claim status, have limited hours due to system availability. The hours vary by state and option. The standard hours of operation when all IVR functions are available are:

Monday-Friday 6:00am – 6:00pm CT
Saturday 7:00am – 12:00pm CT

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

For more information, please view our IVR instructions in their entirety on our Website at http://www.wpsmedicare.com/part_b/selfservice/ivr.pdf



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