

NAVIGATING THE HEALTH TRADITION PROVIDER IVR

Provider calls the IVR at [844.825.9319](tel:844.825.9319)
 IVR prompts user to select one of four OPTIONS, and then provide the following:

- Provider NPI or TIN
- Member ID
- Member DOB

Additional information is required if select **Option #3:**

Enter the Date(s) of Service

Additional information is required if select **Option #4:**

Member ID, NPI and Date of Birth

OPTIONS

1. ELIGIBILITY

- Effective Date
- Termination Date
- Other Health Insurance
- Network Name

- All above information is read back to caller
- Receive info through FAX
- Caller Options at end of call
- Return to menu to enter new member info
- End call

2. BENEFITS

- Deductible
- Coinsurance
- Out-of-Pocket Expense
- Copay
- Accumulation
 - Out-of-Network

- All above information is read back to caller
- Receive info through FAX
- Caller Options at end of call
- Return to menu to enter new member info
- End call

3. CLAIMS

Claim# (if not entered by caller):

STATUS

- **If Claim is PENDING**

*Status of Claim

- **If Claim is PAID**

*Process Date

*Paid Amount

*Check Date

*Deductible

*Coinsurance

*Copay

*Allowed Amount

*Check Amount

- **If Claim is DENIED**

*Process Date

*Denial Date

*Denial Code

*Member / Provider

- **Liability**

- All above *information is read back to caller depending on whether claim is Pending, Paid or Denied

- Receive info through FAX
- Caller Options at end of call
- Return to menu to enter new member info
- End call

4. AUTHS/REFERRALS

Authorization/Referral #

STATUS

- **If Service Request is IN REVIEW**

*Status of Authorization

- **If Service Request is APPROVED**

*Number of Days/Units

*Date Range

- **If Service Request is DENIED**

*Message that Provider will Receive Denial Letter

- **If Service has PARTIAL APPROVAL**

*Approved

- All above *information is included in the faxback depending on whether Authorization is In Review, Approved or Denied
- Receive info through FAX
- Caller Options at end of call
- Return to menu to enter new member info
- End call

IMPORTANT NOTICE:

*The IVR option to speak with Customer Service will no longer be available beginning **November 11, 2022.***

At that time, we will no longer have Customer Service available to answer calls.