



IVR PHONE SUPPORT INSTRUCTIONS

Calling IVR

1 (800) 777-7898
(For Spanish, press 2)

Main Options

For Provider Services press 1
For Plan Subscriber Services press 2
For Employer Services press 3
To repeat this menu press *

Provider Services 1

To hear this message again press 1

To hear confirmation # for this call press 1

For Credit Card Received press 0
For Claim Status /Eligibility & Benefit Info press 1
For Pre Cert Information press 2
For Pharmacy Prior Authorization press 3
For Mailing Address /Electronic claim set up press 4
For Provider Contracts press 9
To repeat this menu press *

Credit Card Received 0

Call will transfer to Card Services Support

Claim Status / Eligibility & Benefits 1

For Claim Status press 1
For Eligibility & Benefits press 2
To return to main menu press #
To hear options again press *

Claim Status 1

Enter TIN
For Subscriber with W press 1
For Subscriber with other letter press 2
To use SSN press 3

Enter 8 digits after W
If correct press 1
To reenter press 2
To return to main menu press #

Enter last 4 digits of the SSN
If correct press 1
To reenter press 2
To return to main menu press #

Enter Date of Birth
If correct press 1
To reenter press 2
To return to main menu press #

Enter Date of Service
If correct press 1
To reenter press 2
To return to main menu press #

Enter Dollar Amount followed by #
Enter Cents Amount followed by #
If correct press 1
To reenter press 2
To return to main menu press #

IVR to give: Claim#/, Rcvd & Finalized Date, Ck#
Amount Paid, Paid to and Ck Status OR mailing
address if not on file.

To hear additional information on claim press 1
To repeat this info press *
To return to main menu press #

For Additional Info on Claim 1

IVR to give: Ded/Co Pay/Co Ins.
To repeat this info press *

To hear claim info on same participant press 1
To hear claim info other participant press 2
For Eligibility on same/other participant press 3

Press # for main menu
Press 0 for Customer Service
Press * to repeat

Eligibility & Benefits 2

For Subscriber with W press 1
For Subscriber with other letter press 2
To use SSN press 3

Enter 8 digits after W
If correct press 1
To reenter press 2
To return to main menu press #

Enter last 4 digits of the SSN
If correct press 1
To reenter press 2
To return to main menu press #

Enter Date of Birth
If correct press 1
To reenter press 2
To return to main menu press #

For Medical Elig & Benefit Info press 1
Dental press 2
Vision press 3
Pharmacy press 4

To hear menu again press *
To return to previous menu press #



IVR PHONE SUPPORT INSTRUCTIONS

For Medical Elig. & Benefit Info 1

For Eligibility press 1
For Elig & Benefit Info press 2
To return to previous menu press #
To repeat menu press *

For Eligibility 1

IVR to give: As of today Eligibility/Effective date

To hear additional Eligibility for this patient press 1
For another patient press 2
Claim status press 3

Press # for previous menu
To speak to CS Rep press 0
To repeat this menu press *

For Elig & Benefit Info 2

IVR to give: As of today Eligibility/Effective date

For General Benefits press 1
For Deductible & Accumulations press 2
For Out of Pocket or Stop Loss press 3
For Claims Mailing Address press 4
To return to Elig. & Benefits menu press #
To repeat this menu press *

For General Benefits 1

IVR to give: Plan Type, Network, Par/Non Par %, TF, Lifetime/Maximum and Co-pay

For Deductible & Accumulations 2

IVR to give: As of today Individual /Family Ded

For Out of Pocket or Stop Loss 3

IVR to give: As of today Individual/Family OOP

For Claims Mailing Address 4

For Professional Claims press 1
For PAR Provider Facility Claims press 2
For Non Par Provider Facility Claims press 3
To hear options again press *
To return to previous menu press #

Dental 2

For Eligibility press 1
For Elig & Benefit Info press 2
To repeat menu press *
To return to previous menu press #

For Eligibility 1

IVR to give: As of today Eligibility/Effective date

To hear additional Eligibility for this patient press 1
For another patient press 2
Claim status press 3
To return to previous menu press #

To speak to CS Rep press 0
To repeat this menu press *

For Elig & Benefit Info 2

IVR to give: As of today Eligibility/Effective date

For Plan Type and Network press 1
For Deductible and Max press 2
For Co-Insurance press 3
For Frequency press 4
Dental history or specific codes press 5
To return to Elig. & Benefits menu press #
To repeat this menu press *

Dental History or Specific Codes 5

Please submit Pretreatment for a Dental Consultant to review.
For Professional Claims press 1
For PAR Provider Facility Claims press 2
For Non-Participating Provider Facility press 3

Vision 3

For Eligibility press 1
For Elig & Benefit Info press 2
To repeat menu press *
To return to previous menu press #

For Eligibility 1

IVR to give: As of today Eligibility/Effective date

To hear additional Eligibility for this patient press 1
For another patient press 2
Claim status press 3
To return to previous menu press #
To speak to CS Rep press 0
To repeat this menu press *

For Elig & Benefit Info 2

IVR to give: As of today Eligibility/Effective date

For Network Name press 1
For Deductible and General Benefits press 2
For Out of Network Benefits press 3
For additional info or Authorize Treatment press 4
To return to previous menu press #
To repeat this menu press *



IVR PHONE SUPPORT INSTRUCTIONS

Pharmacy 4

For Eligibility press 1
For Elig & Benefit Info press 2
To repeat menu press *
To return to previous menu press #

For Eligibility 1

IVR to give: As of today Eligibility/Effective date

To hear additional Eligibility for this patient press 1
For another patient press 2
Claim status press 3
To return to previous menu press #
To speak to CS Rep press 0
To repeat this menu press *

For Elig & Benefit Info 2

IVR to give: As of today Eligibility/Effective date

For PBM press 1
For Co-Pay Info press 2
Press # for previous menu
To repeat this menu press *

Pre Cert Information 2

For Inpatient/Medical/Mental/Substance Abuse/Home health/Infusion therapy/Chemotherapy press 1
For all outpatient services press 2
To speak to CS Rep press 3

For Cedar Health and Wellness Plans press 1
All other plans press 2

For Cedar Health and Wellness 1

For Authorization press 1
For Case Management press 2
For CS press 3
To hear options again press *
To return to previous menu press #

For Authorization 1

For new or prior authorization press 1
For existing authorization press 2

For New or Prior Authorization 1

IVR to give: Fax completed prior auth worksheet to UM 949-809-8931 etc.
To repeat press *
To speak to coordinator press 1

For Existing Authorization 2

Call connected to UM

For Case Management 2

If you know your party extension enter now otherwise stay on line to be connected to UM

For CS 3

Call transferred to CS Rep

All Other Plans 2

For Authorization press 1
For Case Management press 2
For CS press 3
To hear options again press *

For Authorization 1

For new or prior authorization press 1
For existing authorization press 2
To hear options again press *
To return to previous menu press #

For New or Prior Authorization 1

For Inpatient/Medical/Mental/Substance Abuse/Home health/Infusion therapy/Chemotherapy press 1
For all outpatient services press 2
To speak to Coordinator press 3

For Inpatient 1

Contact Anthem BX for auth
To return to prior menu press #

For Outpatient 2

Call connected to UM

For existing authorization 2

Call connected to UM

Pharmacy Prior Authorization 3

For assistance with medication purchased at retail pharmacy press 1
For assistance with medication purchased by mail order /WellDyne press 2
For assistance with Specialty medication press 3
For additional assistance press 4

For Assistance with Medication Purchased At Retail Pharmacy 1

Call Disconnects

For Assistance with Medication Purchased By Mail Order 2

Call transferred to WellDyne

For Assistance with Specialty Medication 3

For new prescriptions press 1
For refills press 2
For prior auth status press 3
For general questions press 4
To hear again press *

For New Prescriptions 1

Call was transferred to rep

For Refill 2

To speak to Bioplus Rep press 1
To speak to Onco Rep press 2
To speak to Acaria press 3
To hear option again press *
To return to previous menu press #

For Prior Auth Status 3

Call was transferred to rep

For General Questions 4

Call transferred to rep



IVR PHONE SUPPORT INSTRUCTIONS

Mailing Address /Electronic Claim Set Up 4

For Electronic Claims press 1
For Mailing Addresses press 2
To return to main menu press #

For Electronic Claims 1

IVR to say: use our onvoy payer ID: 24735
To return to main menu press #

For Mailing Addresses 2

For Professional Claims press 1
For PAR Provider Facility Claims press 2
For Non Par Provider Facility Claims press 3
To hear options again press *
To return to previous menu press #

For Provider Contracts 9

Please press 1 to confirm your request to speak to
provider contracts analyst
Press # to return to previous menu

Confirm your request to speak to provider contracts analyst 1

Call is transferred to rep