



**ANNOUNCEMENT!!**

**NEW INTERACTIVE VOICE RESPONSE FOR ELIGIBILITY & CLAIMS VERIFICATION**

August 21<sup>st</sup>, 2015

Dear Contracted Provider/Facility:

Preferred Medical Plan, Inc. (PMP) would like to announce a new Interactive Voice Response (IVR) system that will assist providers in obtaining member eligibility and claim status. We hope this will improve our customer service to you as we value your partnership.

When you call for PMP Eligibility and/or Claims, your call will be routed to the IVR to better serve you. You will need the following information available.

- A fax number to where we can send the information requested
- Provider NPI or Tax ID
- PMP Member ID
- Member Date of Birth
- Date of Service (for Claims Status ONLY)

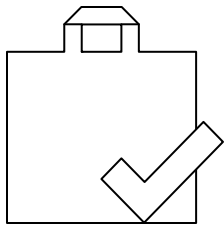
Please review the enclosed Instruction Sheet for further training.

For all other questions or assistance, please continue to contact the Provider Relations Department at (305) 648-4002.

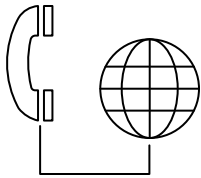
Sincerely,  
Provider Relations Department

# How to use PMP's Interactive Voice Response (IVR):

## What you will need prior to accessing the IVR:



- Fax Number where you want the confirmation sent
- Provider NPI or Tax ID
- PMP Member ID
- Member Date of Birth
- Claim Date of Service (for Claims Status Only)



- When you call PMP, Eligibility & Claims numbers will be routed to the IVR to better serve you.
- When Prompted Enter Your Fax Number
- When Prompted Enter your NPI or Tax ID

### Press 1 for ELIGIBILITY

Enter Member's Identification

Enter Member's Date of Birth

#### Eligibility Status

- Member Name
- PCP
- Eligibility Status
- Plan and Copay(s)

### Press 2 for CLAIMS

Enter the Member ID

Enter Member's Date of Birth

Enter the Date of Service

#### Claims Status

- Paid and Date
- Denied
- In Process