

IVR

New England
Health Plans

Provider

Interactive Voice Response System

New Hampshire: (800) 238-2465 and (800) 367-0770

Connecticut: (800) 327-9232 Maine: (888) 567-1834;

Maine Anthem Behavioral Health: (800) 438-9671

The IVR system is available 24 hours a day, 7 days a week. Provider Call Center representatives are available Mon - Fri 8:00 a.m. - 5:00 p.m.

Special Note to All Providers:

Please listen to important instructions before making selection below.

For claim inquiries:

PRESS 1

1

For claim status:

PRESS 1

You will hear:

- claim number
- charge amount
- process or paid date
- amount paid
- check number or check amount

(information provided is subject to benefit and plan guidelines)

Explanation of claim payment or claim review:

PRESS 2

For a detailed explanation of claim processing, the claim on file must match the Provider ID, Member ID, Member Date of Birth, and Member Date of Service entered in the IVR.

For member coverage information:

PRESS 2

2

You will hear:

- medical, specialist, Rx copays
- PCP information
- coverage type
- effective and/or cancellation dates
- patient deductible (information provided is subject to benefit and plan guidelines)

For a list of mailing addresses:

PRESS 3

3

You will hear addresses for:

- appeals
- claims submission
- general correspondence



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Provider Interactive Voice Response System Quick Tips and Helpful Hints

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Quick Tips

Entering Letters Within ID Numbers:

1. Enter the letters and numbers in the order they appear in the ID number.
2. Before entering a letter, press *.
3. Listen to the instructions to select the number corresponding to the letter.
4. When all letters have been entered, continue to enter the remaining numeric digits, then press #.
5. For Q or Z press [*1], then [1] for Q or [2] for Z

For Example: Using 010023456nh01
press [0] [1] [0] [0] [2] [3] [4] [5] [6] [*n] [2] [*h] [2] [0] [1] [#]

Entering Dates of Birth and Dates of Service:

Enter dates as MMDDYYYY, then press #.

For Example: Using 01/02/2005
press [0] [1] [0] [2] [2] [0] [0] [5] [#]

Helpful Hints

- For institutional providers, the IVR will accept your six-digit facility provider ID number.
- **For professional providers, the IVR will accept the following:**
 - 13 digit professional provider ID number:
 - Enter all digits of your provider ID number, including any leading zeros, if applicable.
 - The IVR will **not** accept your nine-digit tax ID number.
 - Before dialing, have the patient's ID number and date of birth ready.
- Member ID numbers are 10 digits long, including any leading zeros. Do not include the three-letter prefix.
- The member's ID number is **not** his/her Social Security Number.
- For claim status or claim review, enter the exact date of service and the provider ID number that were submitted on the claim.

