

UHA Provider Interactive Voice Response (IVR) User Guide

Helpful Tips

- To find a claim using the IVR system, have all of the information available and organized before you call including:
 - Member ID
 - Date of Service
 - Patient Account/Invoice Number
 - Rendering provider NPI for professional claims
 - Billing provider NPI for institutional claims
- Speak naturally and clearly in a quiet environment.
- Use mute when you are not speaking.
- Avoid the use of cellular phones or speaker phones.
- Use touch-tone if an element is not recognized by your voice.

The Nato-Phonetic Alphabet

To assist you when speaking terms that are alpha-numeric, we have implemented the Nato-phonetic alphabet.

- When speaking an alpha character, please use the Military word (Nato-phonetic alphabet) below.
 - If the patient account number is 123B45, you will speak the following in the IVR: “One, two, three, Bravo, four, five.”
 - Do not say things like “A as in Alpha”. If there is an A, just say “Alpha”.
- Do not use other words. Only use the words provided.

A Alpha	B Bravo	C Charlie	D Delta	E Echo
F Foxtrot	G Golf	H Hotel	I India	J Juliet
K Kilo	L Lima	M Mike	N November	O Oscar
P Papa	Q Quebec	R Romeo	S Sierra	T Tango
U Uniform	V Victor	W Whiskey	X X-ray	Y Yankee
Z Zulu				

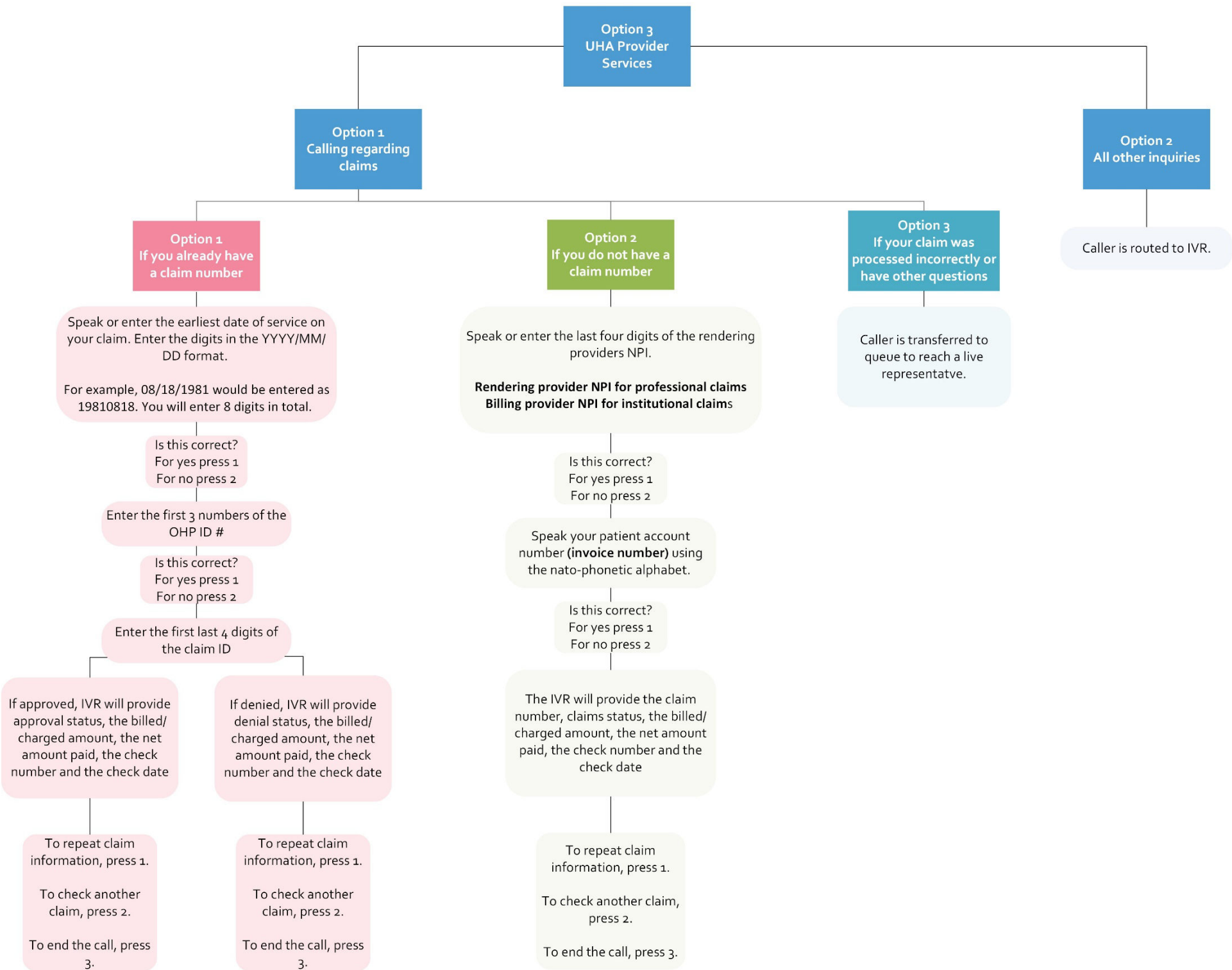
Using Touch-Tone

The IVR is programmed to allow for the entry of all data using touch-tone in the event the user is unable to successfully speak to the IVR. These instructions detail how to use touch-tone to enter various types of information requested by the IVR.

Note: You can switch between voice and touch-tone throughout the call; however, you cannot combine speech and touch-tone when providing a single element (e.g., voice for the numbers in a NPI and then touchtone for DOS).

Claims Phone Menu Options

The guide below is to help you navigate the IVR system. Please note that if you need to reach a live representative, the UHA Claims staff is available by phone 8:00 a.m. to 5:00 p.m., Monday through Friday. The IVR system is available to you 24/7.



**Option 3
UHA Provider Services**

**Option 1
Calling regarding claims**

**Option 2
All other inquiries**

**Option 1
If you already have a claim number**

**Option 2
If you do not have a claim number**

**Option 3
If your claim was processed incorrectly or have other questions**

Caller is routed to IVR.

Speak or enter the earliest date of service on your claim. Enter the digits in the YYYY/MM/DD format.
For example, 08/18/1981 would be entered as 19810818. You will enter 8 digits in total.

Is this correct?
For yes press 1
For no press 2

Enter the first 3 numbers of the OHP ID #

Is this correct?
For yes press 1
For no press 2

Enter the first last 4 digits of the claim ID

If approved, IVR will provide approval status, the billed/charged amount, the net amount paid, the check number and the check date

If denied, IVR will provide denial status, the billed/charged amount, the net amount paid, the check number and the check date

To repeat claim information, press 1.
To check another claim, press 2.
To end the call, press 3.

To repeat claim information, press 1.
To check another claim, press 2.
To end the call, press 3.

Speak or enter the last four digits of the rendering providers NPI.
Rendering provider NPI for professional claims
Billing provider NPI for institutional claims

Is this correct?
For yes press 1
For no press 2

Speak your patient account number (invoice number) using the nato-phonetic alphabet.

Is this correct?
For yes press 1
For no press 2

The IVR will provide the claim number, claims status, the billed/charged amount, the net amount paid, the check number and the check date

To repeat claim information, press 1.
To check another claim, press 2.
To end the call, press 3.

Caller is transferred to queue to reach a live representative.