



## Provider IVR Walk-Through Instructions

1. Dial **800.655.7947** or dial **800.321.7947** and press 1
2. Enter your individual NPI or Tax ID Number (TIN)
3. Enter the Member ID Number
4. Enter the member's date of birth (DOB)
5. Choose an option:

**Press 1: Enrollment Status**

**Press 2: Claim Status**

**Press 3: Benefit Details**

**A. Press 1: Medical Benefits**

*Press 1: Office Visit*

*Press 2: Therapy*

*Press 3: Durable Medical Equipment*

*Press 4: Other Coverage*

**B. Press 2: Pharmacy Benefits** – Routes to a Customer Service Advocate

**C. Press 3: Dental Benefits** – Routes to a Customer Service Advocate

**D. Press 4: Vision Benefits** – IVR will provide benefits for plans with vision wear and routine vision exam benefits administered by BSWHP.

**E. Press 5: Behavioral Health Benefits** – Routes to a Customer Service Advocate

**Press 4: Claim Mailing Address**

**NOTE:** Every option will allow the provider to ask the IVR to repeat information, for more information, change members, change providers, and speak with a live Customer Service Advocate.

## Provider IVR

### Frequently Asked Questions (FAQs)

#### How do I reach the new provider IVR?

You can dial the direct phone number for the IVR (800.655.7947), or you can dial our main customer service phone number (800.321.7947) and select option 1.

#### What kind of information can I get on the IVR?

You can get information about the member's enrollment status, claim information, claim address, and benefit information.

#### Will the IVR provide the member's deductible, out-of-pocket maximum, and any amounts that have been satisfied?

Yes, the IVR will provide the member's individual deductible and out-of-pocket maximum information.

#### What information do I need to provide to use the IVR?

You will need your individual National Provider Identifier (NPI) or Tax ID Number (TIN), member's ID number, and member's date of birth (DOB).

#### Will I have the option to speak with a live Customer Service Advocate?

Yes, there is an option to speak with a live Customer Service Advocate within the IVR menu options.

#### When I call about a claim and want to speak with a Customer Service Advocate, will I be able to speak with an Advocate?

Yes, you will. If you need to speak with a Customer Service Advocate after checking claims on the IVR, you will be routed to an Advocate for assistance.

#### What if the provider IVR is unavailable or is having technical difficulties?

If the IVR is unavailable or having technical difficulties, you will be routed to a Customer Service Advocate for assistance. Please report any issues to the Customer Advocacy Department.

#### What happens if one NPI number applies to multiple providers?

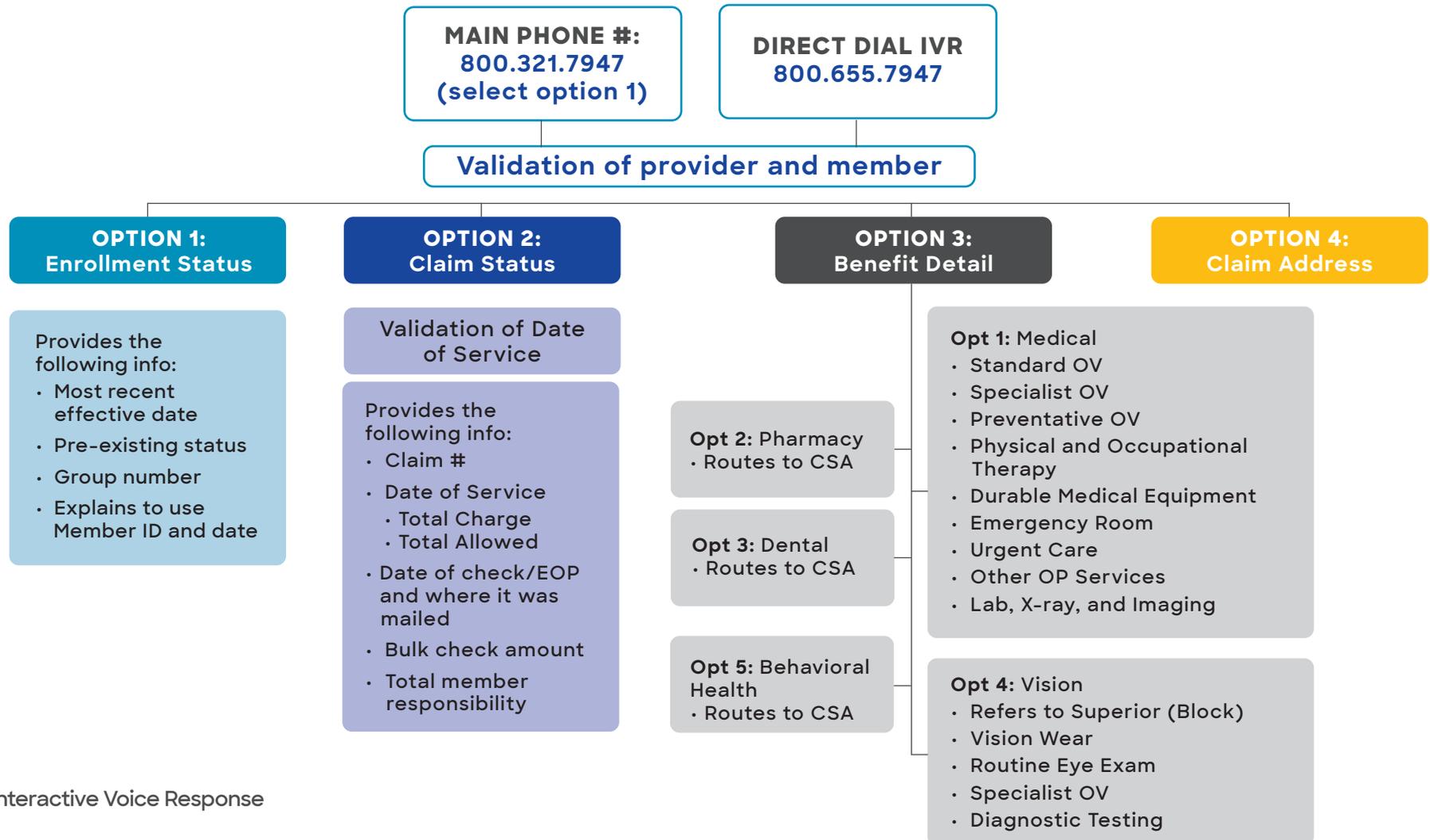
You will be routed to a Customer Service Advocate if the IVR cannot identify an individual NPI.

#### What are the hours of operation for the IVR?

The provider IVR is available 24 hours a day, 7 days a week. To speak with a live Customer Service Advocate about a claim, please call between 7AM - 5AM, Monday through Friday.

# Provider IVR

Baylor Scott & White Health Plan offers providers an Interactive Voice Response (IVR) system to access member information quickly. Providers may dial the IVR directly or can be routed through the main provider service line.



IVR = Interactive Voice Response

CSA = Customer Service Advocate

OV = Office Visit

EOP = Explanation of Payment

Every option will allow the provider to ask the IVR system to repeat information, change members, change providers and speak with a live agent. A Maces footprint will also be available for any provider IVR phone call.