Using the Automated Response System (ARS)

NEVADA MEDICAID

Agenda

- Automated Response System (ARS)
- Suggestions When Using ARS
- Accessing ARS
- Enrollee Eligibility Verification
- Recent Check Amounts
- Claim Status
- Prior Authorization Status

Automated Response System

The Automated Response System (ARS) is:

- The automated phone access for providers to locate information regarding:
    - Recipient eligibility (Note: ARS refers to recipients as enrollees)
    - Provider payments
    - Claim status
    - Prior authorization status
- ARS is accessible at (800) 942-6511

A Few Suggestions When Using ARS

- Have paper and pen or pencil ready when the system begins to provide the information you are accessing.

- Listen carefully through the entire recording as important information is provided up to the end of the message.

- When listening for private insurance information, the information is given via carrier code and not by name.

- During your ARS telephone call, you can verify information for more than one recipient ID. There is no need to hang up and start again when checking information for multiple recipients.

Accessing ARS

Have your National Provider Identifier (NPI) or Atypical Provider Identifier (API) available to start your ARS session.

- NPI or API

  After you enter this information, ARS will repeat it back to you. Press "1" if correct, press "2" to make changes

- Select from one of the following menu options:

  Enrollee Eligibility Verification, press "1"

  Recent Check Amounts, press "2"

  Claim Status, press "3"

  Prior Authorization Status, press "4"

  Return to the Main Menu, press "*"

Enrollee Eligibility Verification

- Press 1 for Enrollee Eligibility Verification, and then enter the following information:

  - Enter the 11-digit enrollee ID number or 9-digit Social Security Number

  - Enter the 8-digit "from" date of service (MM/DD/YEAR format)

  - Enter the 8-digit "through" date of service (MM/DD/YEAR format) if different, otherwise press "#"

TIP: Return to the Main Menu at any time using the star key (*).

Recent Check Amounts

- Press 2 for information on Recent Check Amounts:

  - The ARS will return the most current payment information, including details such as the payment date and EFT or check number

  - Press "1" for the next most current payment information

> **TIP:** ARS provides up to the three (3) most recent weeks of payment information.

Claim Status

- Press 3 for Claim Status, and then enter the following information:

  - 11-digit enrollee ID #

  - 8-digit "from" date of service (MM/DD/YEAR)

  - 8-digit "to" date of service (MM/DD/YEAR) if it differs from date of service, otherwise press #

> **TIP:** You will then need to press a certain number depending on the claim type you are searching for. See the next slide for the numbers to press.

Claim Status

- – Press 0 for Inpatient

- – Press 1 for Long Term Care (LTC)

- – Press 2 for Outpatient/Home Health

- – Press 3 for Personal Care

- – Press 4 for Practitioner

- – Press 5 for Pharmacy

- – Press 6 for Independent Lab

- – Press 7 for Medicare Crossover

- – Press 8 for Dental

- – Press 9 for Transportation

Prior Authorization Status

- Press 4 for Prior Authorization Status and enter the following information:

  - 11-digit enrollee ID #

  - 8-digit "from" date of service (MM/DD/YEAR), this is the begin date of your authorization

  - 11-digit prior authorization number if known, otherwise press #

TIP: ARS will give you the PA information, including the PA number and the status (Certified, Not Certified, etc.)

Questions?

Thank you for your attention

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