



Hewlett Packard
Enterprise

October 10, 2016

Announcement 1243

New Enhancement to the Automated Response System (ARS)

The Automated Response System (ARS) allows providers to obtain claim status, recipient eligibility, recent payments and prior authorization information by calling **(800) 942-6511**. Effective October 3, 2016, a playback feature has been added to give callers the option to request the claim status be repeated, instead of re-entering the information to obtain the data again. The speed of the voice providing the information has been reduced to make it easier for the caller to document the information when it is provided the first time.