



Automated Voice Response System Replaces Eligibility Verification System

December 24, 2013

The Automated Voice Response System (AVRS) has replaced the Eligibility Verification System (EVS). Using the AVRS, providers can check:

- Member Eligibility
- Claim Status
- Remittance Advice
- Service Authorization Status
- Fee Schedules
- Service Limits

All active providers may access the AVRS 24/7. Providers may perform multiple queries during the same call and may even perform queries for multiple providers by choosing to log in as a different provider. During regular business hours, a provider may dial 0 anytime during the call to be redirected to the provider inquiry unit at Xerox.

The new telephone number for the AVRS is **855.329.8986**.

Training for the AVRS is available at <https://learn.medicaidalaska.com> (**Provider > Enterprise > Enterprise Service Areas**). The applicable training courses are titled *AVR Overview* and *Change Your AVR Pin*. The *Enterprise Quick Reference - AVR*, located on the right side of the page, can be printed for quick reference.

If you have further questions about the new AVRS, please call the Xerox Provider Inquiry Unit at 907.644.6800, option 1, or 800.770.5650, option 1, 1 (toll-free in Alaska).

