



Alaska Medical Assistance
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Remittance Advice (RA) Message

Title: **Automated Voice Response System Replaces Eligibility Verification System**

Issue Date: 12/30/2013

Run Length: 6 weeks

Provider Type(s): All

Message: The Automated Voice Response System (AVRS) has replaced the Eligibility Verification System (EVS). Using the AVRS, providers can check eligibility as well as claim status, remittance advice, service authorization status, fee schedules, and service limits.

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

Please see the provider flyer "Automated Voice Response System Replaces Eligibility Verification System" in Health Enterprise (**Documentation > Documents & Forms > Updates**) for additional information.

Questions? Please call the Provider Inquiry Unit at 907.644.6800, option 1, or toll-free in Alaska at 800.770.5650 (option 1, 1) for assistance.