



## Automated Voice Response Guide

The Automated Voice Response (AVR) system allows providers and designated staff to access account information via telephone. Upon enrollment in Alaska Medicaid, providers receive a letter containing the AVR phone number and a one-time use PIN. Providers must call in to the system, follow the menu prompts, and create a new AVR PIN. The new PIN must contain six non-repeating, non-consecutive digits. This PIN can be shared with other authorized staff and allows users to check on claims, service authorizations, member eligibility and more.

To access the AVR:

1. Call the AVR using the toll-free number: **855.329.8986**
2. Enter your 7-digit Provider ID and 6-digit PIN when prompted.
3. Listen to the menu options available and enter the information as directed. There are three menus in the AVR. The table below lists the options available in each menu.

**Note:** You always need to have the 7-digit Provider ID for each AVR inquiry you make.

Main Menu Options	Information You Need to Enter
<b>Service Limit Inquiries</b>	<ul style="list-style-type: none"><li>• 10-digit Member ID</li><li>• 6-character Service Limits Category Code</li></ul>
<b>Change a PIN</b>	<ul style="list-style-type: none"><li>• Provider's SSN or Tax ID #</li><li>• Current Pin</li></ul>
<b>Search using a different Provider ID</b>	<ul style="list-style-type: none"><li>• 7-digit Provider ID for the new Provider</li><li>• 6-digit PIN</li></ul>
Main Menu II Options	Information You Need to Enter
<b>Member Eligibility</b> Option to check for other insurance offered at this time	<ul style="list-style-type: none"><li>• 10-digit Member ID OR</li><li>• 9-digit Member's SSN and Date of Birth AND</li><li>• Dates of Service (DOS)</li></ul>
<b>Claim Status</b>	<ul style="list-style-type: none"><li>• 10-digit Member ID and DOS OR</li><li>• 17-digit Transaction Control Number (TCN)</li></ul>
<b>Remittance Advice</b>	<ul style="list-style-type: none"><li>• Previously entered Provider ID</li></ul>
<b>Service Authorizations</b>	<ul style="list-style-type: none"><li>• 10-digit Member ID and DOS OR</li><li>• 10 character Service Authorization (SA) number</li></ul>
<b>Service Limits</b>	<ul style="list-style-type: none"><li>• 10-digit Member ID</li><li>• 6 character Service Limit Category Code (See below for code list)</li></ul>

If you have questions or need help while using the AVR system, press 0 to speak with a provider representative.

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Main Menu III Options	Information You Need to Enter
Instructions on how to use the AVR System	<ul style="list-style-type: none"> <li>Press 1, no information required</li> </ul>
Informational Messages	<ul style="list-style-type: none"> <li>Press 2, no information required</li> </ul>

### Service Limit Category Code Cross Reference

AVR Service Limit Category Code	Service Limit Category Name	Limit
LMT080	Eyeglass Frames	1 Unit per Calendar Year
LMT110	Eyeglass Lenses	2 Units per Calendar Year
LMT220	Dietician Services	12 Hours per Calendar Year
LMT310	Annual Enhanced Adult Dental	\$1150.00 per Calendar Year

## Keying Tips

### Entering Alpha Characters

To enter a letter, you must press three keys.

1. Press \* (star key) to indicate that you are entering an alpha character.
2. Press the key with the letter you want to use.
3. Press number 1, 2, 3, or 4 to indicate position of the letter on the key.

For example: To enter the letter "R", press \*/star 7 3.



### Entering dates:

To enter a date, use the 2-digit month, 2-digit day and 4-digit year. For example, October 1, 2013 would be entered as: 10012013.

**Hot Keys:** Use these four keys to help you move through the menu options in the AVR. Press:

- 9 – to cancel a transaction and return to the main menu
- (star key) – to repeat the last message
- 0 – to transfer to a provider representative
- # – to use the same information again. For example, press #, when prompted, if you want to use the Member ID last entered

### Expired AVR PIN:

If your PIN is expired or set to expire, the AVR will direct you to change your PIN. You must have the provider's social security number or tax ID number as well as the current PIN to choose a new PIN.

If you have questions or need help while using the AVR system, press 0 to speak with a provider representative.



### Locked/Forgotten AVR PIN:

Your AVR account will be locked after three unsuccessful attempts to enter the correct provider ID or PIN. If your account becomes locked or you forget your PIN, your AVR PIN must be reset. Contact your Organization Administrator for assistance or press 0 to talk with a provider representative to request a new PIN.

You will be mailed a one-time use PIN that you will use to create the new AVR PIN through the AVR system.

### Changing Your AVR PIN

In order to change your PIN, you need to know your current PIN. There are two ways to change your PIN: using the AVR, or when logged in to Alaska Medicaid Health Enterprise.

#### Change your PIN in the AVR:

1. After the prompt, press 5 to change your PIN.
2. You need the provider's social security number or tax ID number as well as the current PIN.
3. You will be directed to enter a new PIN.

Instructions for changing your PIN in Alaska Medicaid Health Enterprise are available on the following page.

#### Change your PIN in Alaska Medicaid Health Enterprise:

After logging in to Alaska Medicaid Health Enterprise, follow the steps below:

The screenshot shows the Alaska Medicaid Health Enterprise web application interface. At the top, there is a header with the Alaska Medicaid logo and the text "ALASKA MEDICAID HEALTH ENTERPRISE". The date "May 28, 2013" and "Administration" are displayed. Navigation links include "Skip Navigation", "Contact Us", "Help", "Search", and "Log out".

The main content area is divided into several sections:

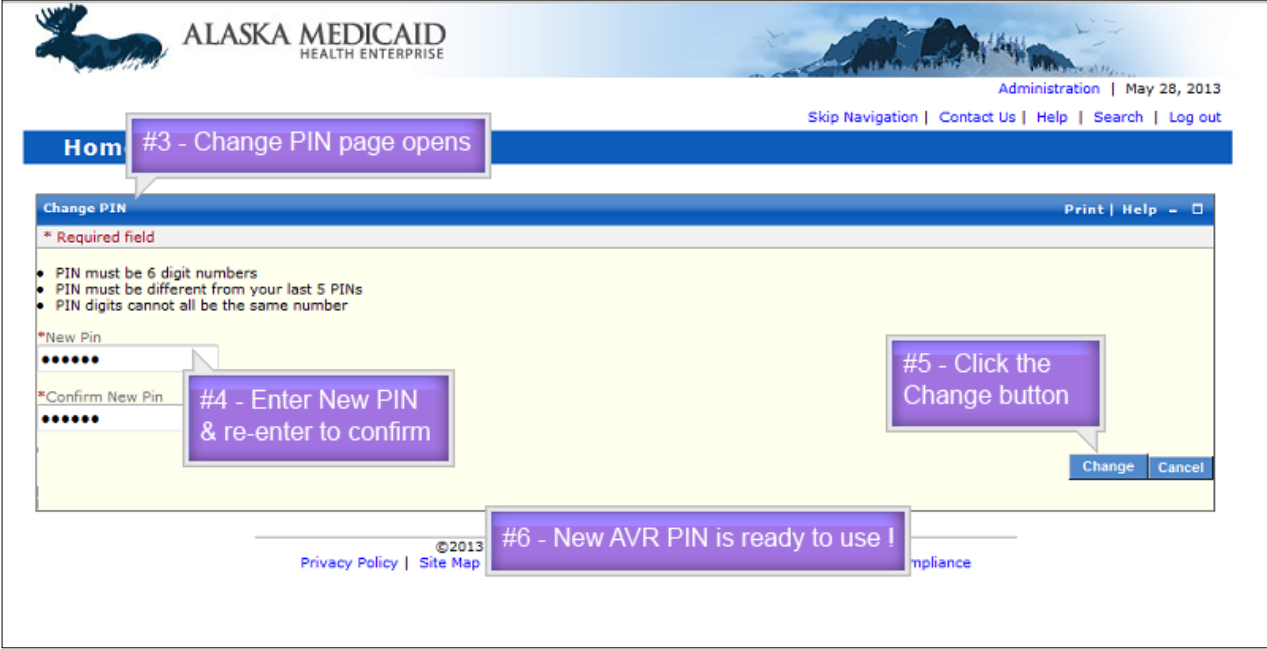
- Home**: A blue navigation bar with "Home" selected. A dropdown menu for "Manage Users" is open, showing "Manage Users" and "Change AVR PIN".
- Provider Identification**: A section showing provider details for "John Doe" with ID "123456789" and address "123 Main St., Anchorage, AK 00000-0000".
- Center**: A table with columns for "Date" and "Subject". The table is currently empty, displaying "No Data".
- Quick Links**: A list of links including "Provider Manuals", "Benefits Overview", "Provider Inquiry", "Provider Training Registration", "Provider FAQ", "Provider Resources", "Messages & Announcements", "Change of Information", and "Annual Reverification".
- News**: A section titled "Governor's Task Force on Access to Affordable Health Insurance."

Two purple callout boxes are overlaid on the screenshot:

- #1 - Start on your Home Page and go to Manage Users**: Points to the "Manage Users" dropdown menu.
- #2 - Select Change AVR PIN**: Points to the "Change AVR PIN" option in the dropdown menu.

At the bottom of the page, there is a footer with the copyright notice "©2013 Xerox State Healthcare LLC. All Rights Reserved." and links for "Privacy Policy", "Site Map", "Terms of Use", "Browser Requirements", and "Accessibility Compliance".

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The screenshot displays the Alaska Medicaid Health Enterprise website interface. At the top left is the logo for Alaska Medicaid Health Enterprise, featuring a moose silhouette. The top right shows the date 'May 28, 2013' and navigation links: 'Administration', 'Skip Navigation', 'Contact Us', 'Help', 'Search', and 'Log out'. A blue navigation bar contains a 'Home' link and a callout box labeled '#3 - Change PIN page opens'. Below this is the 'Change PIN' form, which includes a 'Print | Help' link and a 'Required field' section with instructions: 'PIN must be 6 digit numbers', 'PIN must be different from your last 5 PINs', and 'PIN digits cannot all be the same number'. The form has two input fields: 'New Pin' and 'Confirm New Pin', both with callout boxes labeled '#4 - Enter New PIN & re-enter to confirm'. At the bottom right of the form are 'Change' and 'Cancel' buttons, with a callout box labeled '#5 - Click the Change button'. At the bottom of the page, there is a copyright notice '©2013' and links for 'Privacy Policy', 'Site Map', and 'Compliance'. A callout box labeled '#6 - New AVR PIN is ready to use!' is positioned at the bottom center of the page.

Questions? Please contact Provider Inquiry at 907.644.6800, option 1, 1, or toll-free in Alaska at 800.770.5650, option 1, 1, 1.

If you have questions or need help while using the AVR system, press 0 to speak with a provider representative.