

Regence Interactive Voice Response (IVR) System Quick Reference Guide

Effective December 20, 2009, we will launch our IVR system, offering physicians, dentists, other health care professionals, facilities and their staff quick and easy access to Regence member information via phone.

By calling the number below, you will be able to access eligibility and claims-related information 24-hours a day.*

Customer Service	Toll-free phone number
Medical products: Innova[®], Engage[®], ActivateSM, HSA Healthplan 2.0SM Dental products: EncoreSM, ExpressionsSM and RadianceSM	1 (877) 417-6222

Note: IVR will not include the following: eligibility for dental and vision; benefits; or our General Provider Customer Service, Regence MedAdvantage, BlueCard[®] or Federal Employee Program (FEP) phone numbers.

*IVR will be available 24-hours a day, 7 days a week; however, functions such as eligibility and claim status rely upon the availability of the claims processing system. Customer Service specialists are—and all IVR functions will be—available from 6 a.m. to 6 p.m., Monday through Wednesday and Friday (Thursday 9 a.m. to 6 p.m.).

Helpful hints

- You can say “main menu” or “help” anytime after your tax identification (ID) has been validated.
- The system will only accept your tax ID number. Please do not enter your National Provider Identifier (NPI).
- Information about multiple members or multiple providers can be obtained in a single session.
Note: When checking multiple members or using more than one tax ID, the prompting options and order of options will change. Please listen carefully to the touch-tone or voice options.
- If you know the option you want, you can key or speak it at anytime, without listening to the entire prompt.

Options

Use your telephone keypad to enter the touch-tone options or speak the voice options listed below:

Type of Inquiry	Lines of business or function	Touch-tone Option	Voice Option	Information required
Eligibility	Medical only	1 Must be entered the first time through	“Eligibility” Can be used only after the first time through	<ul style="list-style-type: none"> Provider tax ID Member’s number Patient’s date of birth
Benefits (You will be transferred to a specialist. IVR is not available for this option yet.)	All	2	None	Various
Claim status	Medical, dental and vision	3 Must be entered the first time through	“Claims” Can be used only after the first time through	<ul style="list-style-type: none"> Provider tax ID Member’s number Patient’s date of birth Date of service or date range of claim
Customer Service (You will be transferred to a specialist.)	All	4 or remain on the line	None	Various
Main Menu	Eligibility, claims, new member, new tax ID	Follow prompts	“Main menu” or “Help”	Various

The information that will be available via IVR is available online via the Provider Center. Learn more about this free, Web-based tool on our *Provider Web Site* at www.ut.regence.com/physician.



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