



mercy care

Introducing Mercy Care's new Interactive Voice Response (IVR) system!

Help at the touch of a button.

Mercy Care's new IVR system is:

- Convenient
- Quick and easy to use
- Available 24/7

What is an Interactive Voice Response IVR System?

IVR is technology that allows our providers to interact with the system through the use of voice and by using your telephone key pad. Mercy Care's IVR system allows providers to get answers to questions without waiting for a representative to be available to answer the phone.

Self-service options

With IVR, you can access member and claims information. It's easy to use and available 24/7.

You can:

- Access member benefits and eligibility information
- Get answers to Frequently Asked Questions- such as appeals address, payer ID, etc.
- Obtain claim status at header level
- Obtain claim status at line level
- Obtain amount paid on a specific claim
- Request single claim information by fax

You will receive a call tracking number as a reference at the end of each IVR self-service session.

Will I still be able to speak to a representative?

Yes! The Claims Inquiry Claims Research (CICR) Department will still be available to answer questions related to claim denials in which you need additional information, check tracer requests and resolve negative balance questions. Our business hours will remain the same, 8 am-5 pm, Monday- Friday.

Information to have available when you call

To make your IVR experience even easier, please have the following information ready when you call:

- Billing TIN
- Billing NPI
- Member ID number
- Member name
- Member date of birth
- Date of service
- Billed amount

When can I use IVR? What number do I call?

Mercy Care's IVR system goes into operation September 2018. To use the system, you can call the same telephone numbers:

- Mercy Care: **602-263-3000** or toll-free, **1-800-624-3879**.
- Mercy Care RBHA: **602-586-1841** or toll-free **1-800-564-5465**.