



Automated Voice Response (AVR) System Quick Reference Guide

AVR System

The new automated voice response system allows you to use the telephone to verify eligibility using any of the following search criteria.

- member ID
- social security number or other agency ID
- member's name, gender, and date of birth

MassHealth recommends that you use the AVR only when you do not have access to the EVSpC software at your facility or when your primary way to access EVS is not functioning properly.

Telephone Number for AVR

To access the AVR system, call **1-800-554-0042**.

General Information about Using EVS

Trading Partner Agreement

To use the Eligibility Verification System (EVS), your organization must first have submitted a signed Trading Partner Agreement (TPA) to MassHealth. The primary contact for Health Insurance Portability and Accountability Act (HIPAA) at your organization should know whether you have a signed TPA on file.

If you need to complete a TPA, you may download the form from the MassHealth Web site. Go to www.mass.gov/masshealth, click on MassHealth Provider Forms in the lower-right corner of the screen. The TPA is an all-provider form.

Security and Privacy

Your current MassHealth provider agreement in combination with the TPA requires you to make every effort to secure and protect information transmitted to and received from our system.

To access EVS, you must have a valid user ID and password. If you do not have a valid user ID and password, call MassHealth Customer Service at 1-800-841-2900, after submitting the signed TPA.



User ID and Password

Each provider receives one user ID and password per provider number. You must protect your password securely.

- Do not write your password in an easily accessible place.
- Do not share your password with anyone.
- Choose a password that is not easy to guess.
- The password must be alphanumeric (letters and numbers only).
- The user name and password are case sensitive.
- One uppercase letter is required.
- One lowercase letter is required.
- One number is required.
- The password must be a minimum of eight characters, with a maximum of 16 characters.

Examples of Passwords

Valid Passwords	Invalid Passwords	Comments
WebEVS24	WebEVSab	Must include a number.
JOHN03aa	JOHN03AA	Must include a lowercase letter.
Reporter1	reporter1	Must include an uppercase letter.
Johnny03	Johnny3	Must be at least eight characters.

Special Instructions for Entering Alphabetic Characters

Since the AVR is a telephone-based eligibility access method, there are special instructions for entering the uppercase and lowercase alphabetic characters in your password. These instructions are provided below. In addition, the AVR will recite these instructions if you press 1 on your telephone keypad.

To enter alphabetic characters, press the asterisk or star (*) key, followed by a two-digit numeric code.

- The first digit of the numeric code corresponds to the number on the keypad on which the alphabetic character appears.
- The second digit of the numeric code corresponds to the position of the letter on the key, reading from left to right, and whether it is uppercase or lowercase.
 - To enter an uppercase letter (except Q and Z), enter 1, 2, or 3 as the second digit of the numeric code. .
 - To enter a lowercase letter (except q and z), enter 4, 5, or 6 as the second digit of the numeric code.
 - To enter uppercase Q, enter *11.
 - To enter lowercase q, enter *14.
 - To enter uppercase Z, enter *12.
 - To enter lowercase z, enter *15.



Valid Passwords	Actual Keystrokes
WebEVS24	*91*35*25*32*83*7324
JOHN03aa	*51*63*42*6203*24*24
Reporter1	*72*35*74*66*75*84*35*751
Johnny03	*51*66*45*65*65*9603

Alphabetic Character-to-Number Conversion for AVR

The tables below provides the three-character code you must type for each alphabetic character in your user name and password.

Use these values for UPPERCASE LETTERS.	
Alpha Character	Touchtone Keys
A	*21
B	*22
C	*23
D	*31
E	*32
F	*33
G	*41
H	*42
I	*43
J	*51
K	*52
L	*53
M	*61
N	*62
O	*63
P	*71
Q	*11
R	*72
S	*73
T	*81
U	*82
V	*83
W	*91
X	*92
Y	*93
Z	*12



Use these values for lowercase letters.	
Alpha Character	Touchtone Keys
a	*24
b	*25
c	*26
d	*34
e	*35
f	*36
g	*44
h	*45
i	*46
j	*54
k	*55
l	*56
m	*64
n	*65
o	*66
p	*74
q	*14
r	*75
s	*76
t	*84
u	*85
v	*86
w	*94
x	*95
y	*96
z	*15

Entering Alphabetic Characters During Searches by Member Name

When using the AVR system to search for a member by name, the case of each letter is not relevant, so the instructions are as follows. Entering letters on a touch-tone phone requires two presses for each letter. First, press the key that has the letter you need to enter. Next, press the 1, 2, or 3 key representing the position of the letter on that key. Enter Q as 1, 1 and Z as 1, 2. For example, for the letter A press 2, 1; for the letter B press 2, 2.