

Automated Voice Response (AVR) User Guide



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About This Guide

The Massachusetts Eligibility Verification System (EVS) and its subsystems, including the Automated Voice Response (AVR) system, are applications available to providers participating in MassHealth. This information system complies with the federal Health Insurance Portability and Accountability Act (HIPAA). The system provides the most current information from MassHealth, 24 hours a day, 7 days a week.

This manual provides instructions for accessing EVS by using AVR at 1-800-554-0042.

Important Contact Information for EVS

For further information about EVS access methods or if you have other questions, contact MassHealth Customer Service at 1-800-841-2900, or e-mail your inquiries to providersupport@mahealth.net.

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Automated Voice Response (AVR) System

Providers can access EVS data through the Automated Voice Response (AVR) system by calling 1-800-554-0042.

The automated voice response system allows you to verify eligibility by member ID, by social security number or other agency ID, or by the member's name, gender, and date of birth. It is recommended to use AVR only when you do not have access to the Provider Online Service Center (POSC) or the EVSpc software at your facility or when your primary way to access EVS is not functioning properly.

You must have a valid user name and password appropriately associated with a MassHealth provider or National Provider Identifier (NPI) number in order to access AVR. For further information, contact MassHealth Customer Service at 1-800-841-2900, or e-mail your inquiry to providersupport@mahealth.net.

Accessing AVR

MassHealth maintains a Web site that has useful information for MassHealth providers. The Web site, www.mass.gov/masshealth, includes current provider manuals, recent provider bulletins, links to useful documents, regulations, and other information. There is also a section that contains information about the Eligibility Verification System (EVS). Within this section you will find details about Automated Voice Response (AVR).

Important Reasons to Access EVS Before Providing Services

- EVS verifies if the MassHealth member is eligible for services, and provides benefit plan and additional coverage information.
- EVS identifies the current primary care clinician for each individual MassHealth member enrolled as a member of the Primary Care Clinician (PCC) Plan.
- EVS identifies the current managed care organization provider for each individual MassHealth member enrolled as a member of the MCO plan.
- EVS reduces the risk of your claim being denied.
- EVS simplifies the identification of a member's MassHealth Enrollment Center/local office for purposes of resolving any questions on eligibility time frames.
- EVS identifies any third-party-liability information to ensure proper billing.
- EVS aids in providing timely health-care services for all members.

General Information about Using EVS

Trading Partner Agreements

To access EVS, the provider must first have submitted a signed Trading Partner Agreement (TPA). The primary contact for Health Insurance Portability and Accountability Act (HIPAA) at your organization should be able to give you more information on whether you have a signed TPA on file. The TPA and other related information are available on the MassHealth Web site at www.mass.gov/masshealth.

HIPAA Compliance

EVS meets the ANSI ASC X12N 270/271 health-care eligibility benefit inquiry and response standards. Data transmissions to and from these systems meet the security standards of the HIPAA security regulations.

Associated companion guides for HIPAA 270/271 transactions can be found at www.mass.gov/masshealth.

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 also have a valid user name and password. To determine if you have a valid user name and password, call MassHealth Customer Service at 1-800-841-2900, after submitting the signed TPA.

User Name and Password

Each provider receives one primary user name and password per provider number. You must then determine if additional users are needed to support your activities for MassHealth. 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.
- The user name must contain one uppercase letter, one lowercase letter, and one number.
- The password must be a minimum of eight characters, with a maximum of 16 characters.

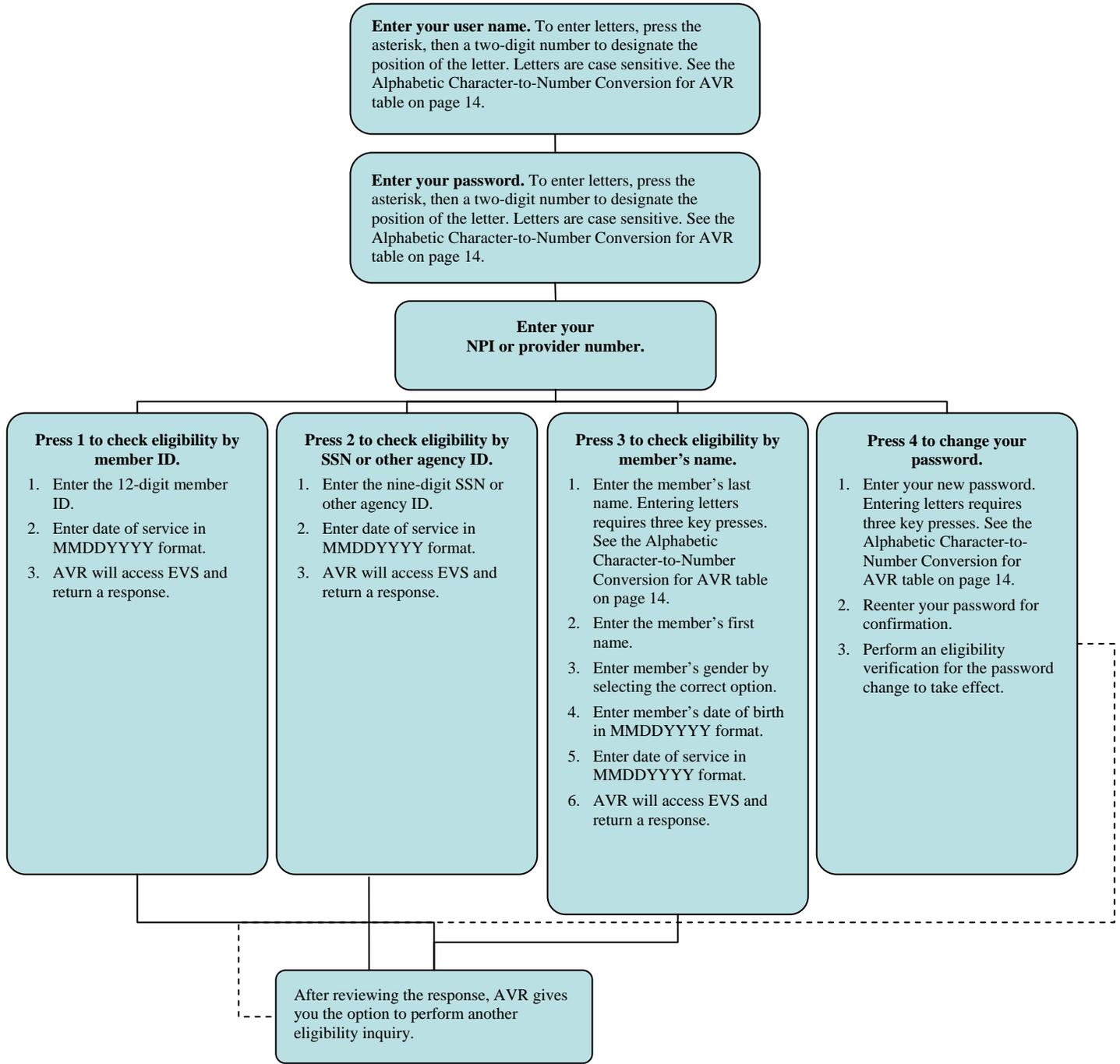
The following table lists a few password examples.

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 long.

Changing Your Password

You can change your password by accessing EVS at www.mass.gov/masshealth. If this Web site is unavailable, contact MassHealth Customer Service at 1-800-841-2900 for assistance.

Automated Voice Response (AVR) Flow Chart



Telephone Specifications

The only type of telephone that can be used to access EVS is a regular touch-tone phone. It can be identified by different tones when dialing.

Note: The primary method of performing eligibility inquiries should be by using the EVSpc software, because AVR returns limited information and the connection can be lost if you take too long to respond to a prompt.

Special Function Keys

There are three keys on the telephone keypad that have different functions. The following is an explanation of their functions.

Key	Description
#	The pound sign. To proceed to the next step, press this key after entering each piece of information.
8	The number 8 key. For assistance or for questions about the use of the MassHealth Automated Voice Response System, press this key.
9	The number 9 key. To repeat the previous message, press this key.

Using AVR

The following are step-by-step instructions for using AVR to verify MassHealth eligibility.

1. Dial 1-800-554-0042. You will hear the following message.

Welcome to MassHealth. If you are a MassHealth provider, press 1. If you are a MassHealth cardholder, press 2. To repeat this information, press 9.

OR

The Eligibility Verification System is currently unavailable. Please contact MassHealth Customer Service at 1-800-841-2900 for assistance. Thank you.

Note: If the system supporting MassHealth is unavailable, AVR responds with the message above. However, access may still be available through the EVSpc software. If you have difficulty accessing the system, call MassHealth Customer Service at 1-800-841-2900.

2. Press option 1 for provider services. Enter your user name for the NPI/provider number you need to verify. Pay close attention to entering the correct case for each letter. Enter your user name followed by the pound sign. To enter a number, simply press that number. To hear information on how to enter an uppercase or lowercase letter, press 1 followed by the pound sign.

If you press 1 and the pound sign, you will hear the following message.

*To enter alphabetic characters press the asterisk or star sign followed by a two-digit numeric code. The first digit of the numeric code corresponds to the key number on which the character appears. The second digit of the numeric code corresponds to the position of the letter on the key and whether it is upper or lowercase. To enter an uppercase letter, the second digit will use either the 1, 2, or 3 key. To enter a lowercase letter, the second digit will use the 4, 5, or 6 key. For example the code *21 is used to enter the uppercase letter 'A'. The code *24 is used to enter the lowercase letter 'a'. To enter uppercase 'Q' use *11 and for lowercase 'q' use *14. To enter uppercase 'Z' use *12 and for lowercase 'z' use *15.*

3. Confirm your response.

You have selected [AVR repeats the letters you entered, but will not include the case]. Press 1 to confirm this selection. Press 2 to change your selection.

4. Enter the password associated with your user name. Enter your password followed by the pound sign. To enter a number, simply press that number. To hear information on how to enter an uppercase or lowercase letter, press 1 followed by the pound sign.

If you press 1 and the pound sign, you will hear the same message as in Step 2. After you make the entry you will hear the following message.

You have selected [AVR repeats the letters you entered, but will not include the case]. Press 1 to confirm this selection. Press 2 to change your selection.

5. Enter your NPI or provider number associated with the user name.

Enter your NPI or provider number followed by the pound sign. If you enter a nine-character provider number, you will hear the following message.

Please enter your one-character location code followed by the pound sign.

Follow the instructions in Step 2 to enter an alpha character.

6. Next you will hear the main menu.

Press 1 to verify eligibility by member ID. Press 2 to verify eligibility by social security or other agency ID. Press 3 to verify eligibility by name. Press 4 to change your password. To end this call, hang up. For assistance, press 8. To repeat this information, press 9.

Eligibility Verification

Eligibility of a MassHealth member can be done by using any of the following.

- Member ID
- Social security number (SSN) or other agency ID
- Member's last name, first name, date of birth, and gender

Verifying Eligibility by Member ID

After following steps 1-6 above, follow steps 7-9 below to verify a MassHealth member's eligibility using the member ID.

7. Press 1 to verify eligibility by member ID. This is the prompt you will hear for entering the member's ID.

Enter the member ID followed by the pound sign.

8. Enter the member's 12-digit ID followed by the pound sign.

Enter the date of service in MMDDYYYY format, followed by the pound sign. For today press the pound sign.

9. Enter the date of service that you are checking followed by the pound sign. For instance, January 4, 2004, would be entered as 01042004#. If you are using the current day as the date of service, press the pound sign.

Your response will be returned momentarily. The response information begins on page 8.

Verifying Eligibility by the Member's Social Security Number (SSN) or Other Agency ID

After following steps 1-6 above, follow steps 7-9 below to verify a MassHealth member's eligibility using the SSN or other agency ID.

7. Press 2 to verify eligibility by member's SSN or other agency ID. Enter social security number or other agency ID, followed by the pound sign.
8. Enter the member's nine-character SSN or agency ID followed by the pound sign. For 'X' enter *92, for 'Y' enter *93, and for 'Z' enter *12. The next prompt you will hear is for entering the date of service.

Enter the date of service in MMDDYYYY format, followed by the pound sign. To enter today's date press the pound sign.

9. Enter the date of service that you are checking followed by the pound sign. For instance, January 4, 2004, would be entered as 01042004#. If you are using the current day as the date of service press the pound sign and wait.

AVR sends your verification. Your response will be returned momentarily. Refer to the AVR Verification Messages section.

Verifying Eligibility by the Member's Last Name, First Initial, Date of Birth, and Gender

After following steps 1-6 above, follow steps 7-15 below to verify MassHealth eligibility when using a member's last name, first initial, date of birth, and gender.

7. Press 3 to verify eligibility using a member's last name and first initial. This is the prompt you will hear for entering the name.

Enter up to 20 characters of the member's last name followed by the pound sign. Entering letters on a touch-tone phone requires 2 presses for each letter. First, press the key that has the letter you need to enter. Next, press 1, 2, or 3 representing the position of the letter on that key. Enter Q as 1, then 1 again, and Z as 1, then 2. For example, for the letter A, press 2, then 1; for the letter B, press 2, then 2.

8. Enter up to 20 letters for the member's last name followed by the pound sign. You will then hear a confirmation of the name you have entered.

You have selected [AVR will repeat the name you have just entered]. Press 1 to confirm this selection. Press 2 to change your selection.

9. Press 1 to confirm your selection or 2 to change your selection. The following is the prompt you will hear for entering the first name.

Enter up to 15 characters of the member’s first name followed by the pound sign. Enter the full name for best results.

10. Enter up to 15 letters for the member’s first name followed by the pound sign. The following is the prompt you will hear for entering the member’s first name.

You have selected [AVR will repeat the name you have just entered]. Press 1 to confirm this selection. Press 2 to change your selection.

11. Press 1 to confirm your selection or 2 to change your selection. The following is the prompt you will hear for selecting the gender.

Enter the gender for this member. For male, press 1. For female, press 2.

12. Press 1 if the member is male or 2 if the member is female. The following prompt is for entering the member’s date of birth.

Enter the member’s date of birth in MMDDYYYY year format followed by the pound sign.

13. Enter the member’s date of birth following the above format. The following prompt is for entering the date of service.

Enter the date of service in MMDDYYYY year format, followed by the pound sign.

14. Enter the date of service that you are checking followed by the pound sign. For instance, January 4, 2004, would be entered as 01042004#. If you are using the current day as the date of service press the pound sign.

AVR sends your verification. Your response will be returned momentarily.

AVR Messages

Verification Messages

(Information in italics and in parentheses is filled in by AVR.)

Primary Prompts	Explanation	Action Required
Member ID (<i>Member ID</i>) is deactivated. Active ID (<i>Active ID</i>) should be used.	The ID requested is inactive. The new active ID should be used in place of old ID.	No action required.
For Member ID (<i>member ID</i>), member’s date of birth is (<i>member’s date of birth</i>).	For date of birth	Press #.
Local office # is (<i>phone number</i>).	For local office/MEC	Press #.
Phone number is (<i>phone number</i>).	Member phone number	Press #.

(Table continued on next page.)

Verification Messages (cont.)

Primary Prompts	Explanation	Action Required
Member is eligible for <i>(benefit plan)</i> .	Several possible benefit plans. Visit www.mass.gov/masshealth for more information.	Press #.
Member is ineligible on date of service <i>(date of service)</i> .	Member is ineligible for date of service.	Press #.
Benefit plan is not on file. Call MassHealth Customer Service for assistance at 1-800-841-2900.	The plan does not exist on the AVR tables as an exact match to what was sent from NewMMIS.	Press #.
Member is a resident of a long-term-care facility with NPI <i>(NPI)</i> . Phone number is <i>(phone number)</i> .	For long-term care	Press #.
For long-term-care approval of medical services, call their long-term-care facility at <i>(phone number)</i> .	If the long-term-care NPI is not populated	Press #.
Case mix score is <i>(case mix score)</i> .	If case mix score exists	Press #.
Member has other insurance with <i>(TPL carrier name-if one of top 25 carriers OR carrier code)</i> .	For third-party liability	No action required.
Policy number is <i>(policy number)</i> .	If policy # exists	No action required.
Coverage codes are <i>(coverage codes)</i> .	Coverage codes for third-party liability	Press #.
For PCC approval of medical services call <i>(PCC provider name if available)</i> at <i>(phone number)</i> . OR For PCC approval of medical services, call your primary care clinician at <i>(phone number)</i> .	Member has been assigned to a PCC; the PCC must authorize most services for PCCP members. Phone number for provider. If PCC provider name is not in the AVR table or does not match exactly	Press #.

Verification Messages (cont.)

Primary Prompts	Explanation	Action Required
<p>Member also eligible for Commonwealth Care. Member is enrolled with (<i>managed care provider name</i>) at (<i>phone number</i>). OR Managed care name was not on file. Call MassHealth Customer Service for assistance at 1-800-841-2900.</p>	<p>Member eligible for Commonwealth Care</p> <p>Enrolled with a managed care provider</p> <p>MCO provider name does not have an exact match on the AVR table.</p>	Press #.
<p>Assignment plan is (<i>assignment plan</i>).</p>	<p>One of several possible assignment plans. Visit www.mass.gov/masshealth for more information.</p>	Press #.
<p>Coverage to begin on (<i>coverage begin date</i>).</p>	<p>Managed care coverage information</p>	Press #.
<p>For mental health/substance abuse service authorization, call the (<i>Partnership</i>) at (<i>phone number</i>).</p>	<p>If there is a behavioral health provider, the name and phone number are given here.</p>	Press #.
<p>Personal deductible is \$(<i>personal deductible</i>).</p>	<p>If there is a deductible amount</p>	Press #.
<p>Spenddown is \$(<i>spenddown amount</i>).</p>	<p>If there is a spenddown amount for a spenddown provider</p>	Press #.
<p>Pharmacy copay cap status is met. OR Pharmacy copay cap status is exempt. OR Pharmacy copay cap status is not met.</p>	<p>Pharmacy copay cap status of the member</p>	No action required.
<p>Nonpharmacy copay cap status is met. OR Nonpharmacy copay cap status is exempt. OR Nonpharmacy copay cap status is not met.</p>	<p>Nonpharmacy copay cap status of the member</p>	Press #.

(Table continued on next page.)

Verification Messages (cont.)

Primary Prompts	Explanation	Action Required
Tracking number for this inquiry is (<i>tracking number</i>).	Tracking number assigned	Press #.
Press the pound sign to continue.	Required to continue to next step	Press #.
To perform another eligibility inquiry by member ID, press 1. To perform another eligibility inquiry by SSN or other agency ID, press 2. To perform another inquiry by name, press 3. To end this call, hang up. For assistance, press 8. To repeat this information, press 9.	Eligibility inquiry is complete.	Start another eligibility inquiry, or hang up to end call.

Note: It is important to obtain the entire message for full details of restrictions. Otherwise, you risk denial of your claim. If you have questions about the types of services covered under a specific benefit plan, consult your MassHealth provider manual located at www.mass.gov/masshealth. For additional information call MassHealth Customer Service at 1-800-841-2900.

Call Termination Messages

Message	Description of Message
You have reached the limit for inquiries. To end this call, hang up. For assistance, press 8. To repeat this information, press 9.	The maximum number of eligibility inquiries per telephone call is five during business hours.
You have exceeded the time limit allotted since your last response. Please review the procedures in your MassHealth provider manual or call 1-800-841-2900 for assistance. Thank you for calling MassHealth.	You are allowed six seconds to enter data after you have received an instruction from AVR.
You have exceeded the limit for input errors. Please review the procedures in your MassHealth provider manual or call 1-800-841-2900 for assistance. Thank you for calling MassHealth.	At all entry steps, you are allowed three attempts to correctly enter the requested data.
Thank you for calling MassHealth.	The eligibility inquiry has ended.

Error Messages

All error messages are followed by a prompt that tells you the valid data that needs to be entered to proceed.

Message	Resolution
Invalid selection. Please reenter.	You pressed an incorrect key, or a key that had no options associated with it. Verify that the correct key was pressed for the option needed. Listen to the menu once more, and select an available option.
Invalid NPI or provider number (provider number). Please reenter.	Make sure the NPI or provider number entered was correct. Your provider number should be the nine-digit MassHealth provider number followed by a one-character location code. Your NPI number should be the 10-digit MassHealth NPI number.
Invalid user name. Please reenter.	Make sure that you have entered at least four characters and not more than 16 characters.
Invalid password. (The keystrokes entered are repeated, but the case is not stated.) The password must be at least eight characters. Please reenter.	Make sure that you have entered at least eight characters and not more than 16 characters.
Invalid password. (The keystrokes entered are repeated, but the case is not stated.) The password may not be greater than 16 characters. Please reenter.	Make sure that you have not entered more than 16 characters.
Invalid member ID. Please reenter.	Make sure the number used is correct. The member ID can be found on the member's MassHealth card. Common errors include not entering all digits, entering too many digits, or entering a social security number (SSN) rather than the member ID.
Invalid ID. Please reenter.	Make sure that the SSN or other agency ID used is correct. Otherwise, try entering the member's ID, if available. The member ID can be found on the member's MassHealth card.

(Table continued on next page.)

Error Messages (cont.)

Message	Resolution
Invalid last name. Please reenter.	The patient's last name was not entered correctly. Enter up to 20 characters for the patient's last name. Refer to the Alphabetic Character-to-Number Conversion for AVR table below for entering alphabetic characters on a touch-tone phone.
Invalid first name. Please reenter.	The patient's first name was not entered correctly. Enter up to 15 characters for the patient's first name. Refer to the Alphabetic Character-to-Number Conversion for AVR table below for entering alphabetic characters on a touch-tone phone.
Invalid date. Please reenter.	Date of service and date of birth should be entered in MMDDYYYY format with eight digits. For example, January 4, 2004, is entered as 01042004. Also, date of service and date of birth cannot be set in the future.
The user name and password combination you entered could not be found. Please reenter both the user name and password.	The user name and/or password entered did not match the system data. You will need to enter both fields again. Please remember these fields are case sensitive, and the entry error could likely be related to case. Refer to the charts on the next page for assistance.

Alphabetic Character-to-Number Conversion for AVR

The tables below indicate how to enter three characters for any letter, uppercase and lowercase, when entering your user name and password. Case is not an issue when entering the member name.

Use these values for uppercase letters. Do not precede with * when inquiring by member's name.	
Alpha Character	Touch-tone 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	Touch-tone 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

Contact Information

For questions about the operation of the Automated Voice Response (AVR) system or dialing procedures, please call MassHealth Customer Service at the toll-free number below. For immediate assistance, please call between 8:00 A.M. and 5:00 P.M., Monday through Friday. At other times, you may leave a message for prompt resolution on the next business day.

MassHealth Customer Service 1-800-841-2900

If you need immediate access to EVS for member eligibility information, please call:

Automated Voice Response 1-800-554-0042

Access our Web site at www.mass.gov/masshealth.

Contact MassHealth by e-mail at providersupport@mahealth.net.

Contact MassHealth in writing at the following address.

MassHealth Customer Service
Attention: Provider Services
P.O. Box 9118
Hingham, MA 02043

For questions about discrepancies in member eligibility information, please call the cardholder's local office/MEC. If you have any suggestions on how to improve EVS, please contact MassHealth Customer Service at the above address.

Glossary

Term	Description
Asterisk	The * symbol
AVR	Automated Voice Response. The system that permits eligibility inquiries to be made directly to, and responses to be heard from EVS by using a telephone to call (800) 554-0042.
Data	Information to be entered
EVS	Eligibility Verification System
EVSpC Software	Eligibility Verification System PC Software
HIPAA	Health Insurance Portability and Accountability Act
MassHealth	The Massachusetts Medicaid program
MassHealth Customer Service	1-800-841-2900
MassHealth ID card	The ID card issued to every MassHealth member.
Member ID number	The 12-digit number on the MassHealth card appearing next to the member's name.
National Provider Identifier (NPI)	Numeric value federally mandated and assigned to each provider by the National Plan and Provider Enumeration System (NPPES).
PC Software	Computer software that can be installed on your PC to verify MassHealth eligibility or claim status. It is also referred to as EVSpC Software.
PCC	Primary Care Clinician
PCCP	Primary Care Clinician Plan
Pound sign	The # symbol
Provider Number	Numeric value assigned to each provider enrolled with MassHealth
TPL	Third-Party Liability. Other insurance coverage that can be used to cover medical expenses.