

# AVRS Call Flow for Eligibility Verification

**Call Production IVR #: 1-800-766-5387**

## Greeting Prompt

"Welcome to the Pennsylvania Medical Assistance Eligibility Verification system, which will be referred to as EVS. This system can verify eligibility for up to 365 days prior to today's date."

## Provider Identification Menu

- **Press 1** - Enter your **13-digit Provider Number**, followed by the # (pound) sign.
- **Press 2** - Enter your **10-digit National Provider Identifier** followed by the # (pound) sign.

## Recipient Identification Menu

- **Press 1** - Enter your **10-digit Recipient Number**, followed by the # (pound) sign.
  - Enter the Recipient's **2-digit Card Issue number** followed by the # (pound) sign.
- **Press 2** - Enter your **9-digit Social Security Number** followed by the # (pound) sign.
  - Enter the Recipient's **8-digit Date of Birth** followed by the # (pound) sign.

## Date of Service Prompt

- **Press #** - For today's date of service
  - **Previous date of service** or **Future date** (up to the last day of the current month) - Enter **8-digit date** (month, day, century, year format), followed by the # (pound) sign.

## Eligible for Medical Assistance & Managed Care Check

- Message indicates that the recipient is covered for Medical Assistance and a check **Physical Health** or **Behavioral Health** services are covered by **Fee-for-Service** or **Managed Care**.
  - Example: "Recipient Number 1234567890 for DOS 10/23/2015 is eligible for Medical Assistance. Physical Health services are managed by Fee-for-Service. Behavioral Health services are managed by Managed Care."

## Recipient's DOB & Sex

- Date of Birth and Sex of the recipient are spoken.

## Eligibility Type Selection Menu

- **Press 1 – General Eligibility**
- **Press 2 – Office Visit Eligibility**
- **Press 3 – Verify eligibility for the same recipient**
- **Press 4 – Verify eligibility for a different recipient**
- **Press 9 – Repeat the Menu**
- **If this concludes your call, please hang up.**

## General FFS Eligibility Segments

- Service Program Code, Category of Assistance and Program Status Code (**Ex:** HCB50, PJW/66)

## More Eligibility Segments - if applicable.

## **AVRS Call Flow for Eligibility Verification**

### **Lock-In information - if applicable.**

- If recipient is Locked-In to a specific Provider(s).

### **Financial Responsibility Information - if applicable.**

- **Press 1 – To list financial responsibility information**
  - Copayment, Sliding Scale copayment, Deductible & Coinsurance
- **Press 2 – To skip financial responsibility information**

### **Patient Pay - if applicable.**

- Patient Pay is due.

### **Managed Care Information- if applicable.**

- **Physical Health** - Plan Name, plan phone number
  - Primary Care Provider (**PCP**) phone number, if available.
- **Behavioral Health** - Plan Name, plan phone number
  - Primary Care Provider (**PCP**) phone number, if available.

### **Primary Care Case Manager Information- if applicable.**

- **PCCM** - Plan Name, plan phone number

### **Primary Care Option (PCO) Information- if applicable.**

- **PCO** - Plan Name, plan phone number
  - Primary Care Provider (**PCP**) phone number, if available.

### **TPL Information- if applicable.**

- **TPL Insurance Carriers** - Name, Policy Number
  - **Press 1 – Next Insurance Carrier**
  - **Press 2 – To skip the remaining Insurance Carrier information.**

**After disseminating information for either PROMPT 1 or 2, the EVS loops back to the Prompt Menu.**

### **Eligibility Type Selection Menu**

- **Press 1 – General Eligibility**
- **Press 2 – Office Visit Eligibility**
- **Press 3 – Verify eligibility for the same recipient**
- **Press 4 – Verify eligibility for a different recipient**
- **Press 9 – Repeat the Menu**
- If this concludes your call, please hang up.

## AVRS Call Flow for Eligibility Verification

### Speak Office Visit Information

- If the date of service entered is **on or after 1/1/2015**, then the system response with:  
**"Office visit limitations are not available at this time. Please refer to the DHS website for all service limitations (682)."**
- If the date of service entered is **prior to 1/1/2015**, then the system response with **Office Visit limits** and number of **Visits Remaining** based on Recipient's age, FFS and/or MCO coverage.

**After disseminating information for either PROMPT 1 or 2, the EVS loops back to the Prompt Menu.**

### Eligibility Type Selection Menu

- **Press 1** – General Eligibility
- **Press 2** – Office Visit Eligibility
- **Press 3** – Verify eligibility for the same recipient
- **Press 4** – Verify eligibility for a different recipient
- **Press 9** – Repeat the Menu
- **If this concludes your call, please hang up.**