











## Appendix A. Automated Voice Response (AVR) System

**1-800-723-4337**

24 hours a day, 7 days a week\*

\*Except for system maintenance, 1:00 a.m. to 5:00 a.m. on the 1st, 2nd, 4th, and 5th Sundays of the month and 1:00 a.m. to 7:00 a.m. on the 3rd Sunday

The Automated Voice Response (AVR) system allows enrolled providers to readily access detailed information on the following N.C. Medicaid and N.C. Health Choice topics using a touch-tone telephone:

 Checkwrite Information	 Hospice Participation	 Procedure Code Pricing
 Current Claim Status	 Managed Care Enrollment (CCNC/CA)	 Recipient Eligibility Verification
 Dental Benefit Limitations	 Prior Approval Information	 Refraction Benefit Limitations
 Drug Coverage Information		

Providers are granted access to the AVR by entering either the Medicaid Provider number (MPN) or National Provider Identifier (NPI). Have the required information (below) available before placing your call. Providers are allowed up to 15 transactions per call.

Option	Description	Required Information
1	Verify claim status	MPN or NPI, MID or Health Choice ID, “from” date of service (DOS), total billed amount
2	Checkwrite information	MPN or NPI
3	Drug coverage	MPN or NPI, drug code, and DOS
4	Procedure code pricing, CAP pricing, and modifier information	MPN or NPI, procedure code, and type of treatment code or modifier code
5	Prior approval	MPN or NPI, procedure code, type of treatment code or modifier code, and MID or Health Choice ID
6	Recipient eligibility and coordination of benefits; managed care status or hospice status. <b>Refer to Appendix F for more details on option 6.</b>	MPN or NPI, MID, SSN or Health Choice ID, and “from” DOS <b>Note:</b> Response includes CCNC/CA PCP name and telephone number
7	Sterilization consent and hysterectomy statement	MPN or NPI, MID, and DOS
9	Repeat options 1 through 7	

### Alphabetic Data Table

The following table is a reference for using alphabetic data. Use the numeric codes to identify the letters necessary. Be sure to press the asterisk (\*) key before entering the numeric codes.

<u>A</u> -*21	<u>E</u> -*32	<u>I</u> -*43	<u>M</u> -*61	<u>Q</u> -*11	<u>U</u> -*82	<u>Y</u> -*93
<u>B</u> -*22	<u>F</u> -*33	<u>J</u> -*51	<u>N</u> -*62	<u>R</u> -*72	<u>V</u> -*83	<u>Z</u> -*12
<u>C</u> -*23	<u>G</u> -*41	<u>K</u> -*52	<u>O</u> -*63	<u>S</u> -*73	<u>W</u> -*91	
<u>D</u> -*31	<u>H</u> -*42	<u>L</u> -*53	<u>P</u> -*71	<u>T</u> -*81	<u>X</u> -*92	

**Example:** For MID 123456789S enter 123456789\*73