



IDAHO DEPARTMENT OF  

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HEALTH & WELFARE

***ID Provider  
Medicaid Automated Customer Service (MACS)  
User Guide***

***for***

***State of Idaho MMIS***



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## 1. Provider Services Main Entry

The caller enters MACS at the initial dialogue. He/she may skip to a desired option any time after hearing the message of the day and/or the opening phrase, "Thank you for calling MACS, Idaho's Medicaid Automated Customer Service."

The caller hears a series of options. He/she may press a key or speak a selection to be routed accordingly. The options may be repeated by pressing \* or speaking "Repeat."

MACS Dialogue	Caller's Action	Health PAS
For Provider Enrollment, press 1 or speak "Enrollment."	Press 1 or speak "Enrollment." (See "Enrollment.")	System routes caller to Enrollment Menu.
For EDI assistance, press 2 or speak "EDI."	Press 2 or speak "EDI."	System routes caller to speak with an EDI Specialist.
For Provider Services, press 3 or speak "Provider."	Press 3 or speak "Provider."	
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats the options.
Please press or speak your NPI or Idaho Medicaid Provider ID.	Press or speak your Provider ID.	The caller has 2 tries for a correct entry, and 2 timeouts of 4 seconds. A counter is set for number of retries. On the third try, the caller will be transferred to a Provider Services Representative. System routes caller to "Security Code Entry."

### 1.1. Provider ID Not Found

MACS Dialogue	Caller's Action	Health PAS
I'm sorry, Provider ID <spoken entered Provider ID> was not found.		System returns ID entered and transfers caller to Provider Services Representative.

## 2. Enrollment

The system gives the caller an option to enroll as a new Provider, or to check the status of an enrollment.

MACS Dialogue	Caller's Action	Health PAS
Be advised that in order to check enrollment status, please have your Enrollment Case Number available. To check your enrollment status, press 1 or speak "Status."	Press 1 or speak "Status."	System checks availability for Provider Enrollment functionality.
To speak with Provider Enrollment, press 0 or speak "Enrollment."	Press 0 or speak "Enrollment."	System transfers caller to Provider Enrollment Representative.
To return to the initial menu, press # or speak "Menu."	Press # or speak "Menu."	System routes caller to Provider Services Main Entry.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.
Please press or speak your Enrollment Case Number.	Press or speak Enrollment Case Number.	System checks digits entered.
If you don't know your Enrollment Case Number, press 0 or speak "Enrollment."	Press 0 or speak "Enrollment."	System transfers caller to Provider Enrollment Representative.
Please press or speak your 9-digit Tax ID.	Press or speak Tax ID.	System checks the digits entered, provider enrollment status, and case number with Tax ID.
<speaking status message>.		System returns entered case number and status.
To repeat the Enrollment Status, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats the Enrollment Status Message.
To check the Enrollment Status for another Enrollment Case Number, press 1 or speak "Number."	Press 1 or speak "Number."	System routes caller to enter Enrollment Case Number.

MACS Dialogue	Caller's Action	Health PAS
To speak with Provider Enrollment, press 0 or speak "Enrollment."	Press 0 or speak "Enrollment."	System transfers caller to Provider Enrollment Representative.

## 2.1. Enrollment Status Message

The following message is heard when checking enrollment status

Status Message Verbiage
To verify provider enrollment status, please visit the Gainwell Technologies website at <a href="http://www.idmedicaid.com">www.idmedicaid.com</a> or contact the call center for the most current and updated information.

## 2.2. Provider Enrollment Unavailable

If the Provider Enrollment functionality is unavailable, the caller will hear the following:

MACS Dialogue	Caller's Action	Health PAS
"We apologize for the inconvenience. Our automated Enrollment Status check functionality is currently unavailable."		System checks if this call is during business hours, the caller will hear:
"Please hold while I transfer you to a customer service representative."		System transfers caller to Provider Enrollment Representative.
If this call is <u>NOT</u> during business hours, the caller will hear the following:		
"Our office is currently closed." <Special Holiday, After Hours, Emergency Closure Message>. "You may contact us Monday – Friday 7:00AM to 7:00PM, MST. If you would like to leave a voicemail, press 1."	Press 1	System transfers caller to voicemail.
"You have reached the Provider Enrollment voicemail box. A response to your message will be returned on the same or next business day. Please indicate if we may leave the information with someone else in your office"	Speak name, phone number, and message at the tone.	Disconnect

MACS Dialogue	Caller's Action	Health PAS
or on a confidential voicemail box. Thank you. Please leave your name, phone number, and message at the tone. Thank you for calling Idaho Medicaid."		

### 2.3. Case Number and/or Tax ID Not Found

If the Case Number and/or Tax ID are not found in the system, the caller will have two tries to enter a valid Case Number and Tax ID. On the third try, the caller will be transferred to a Provider Enrollment Representative. The caller will hear the following:

MACS Dialogue	Caller's Action	Health PAS
"Enrollment Case Number <speaking entered Case # > with matching Tax ID <speaking entered Tax ID> was not found." "To re-enter your Enrollment Case Number, press 1 or speak Number."	Press 1 or speak "Number."	System routes caller to re-enter Enrollment Case Number. A counter is set for number of retries.
"To re-enter your Tax ID, press 2 or speak Re-enter."	Press 2 or speak "Re-enter."	System routes caller to re-enter a Tax ID. A counter is set for number of retries.
"To speak with Provider Enrollment, press 0 or speak Enrollment."	Press 0 or speak "Enrollment."	System transfers caller to Provider Enrollment Representative.

## 3. Security Code

The system requires a Provider to enter a security code. Security codes are created during Enrollment and may be changed or reset anytime.

MACS Dialogue	Caller's Action	Health PAS
Please press or speak your 4-digit Security Code.	Press or speak Security Code.	The caller has 2 tries for a correct entry, and 2 timeouts of 4 seconds. A counter is set for number of retries. On the third try, the caller will be transferred



MACS Dialogue	Caller's Action	Health PAS
		to a Provider Services Representative.
If you do not know your security code and would like to re-set it, press the # sign.	Press the # sign.	System routes caller to "Change Security Code."

### 3.1. Security Code Not Found

MACS Dialogue	Caller's Action	Health PAS
I'm sorry, the 4-digit security code <speaking entered security code> does not match Provider ID <speaking entered Provider ID>.		System returns security code and Provider ID.
To re-enter your Provider ID, press 1 or speak "ID."	Press 1 or speak "ID."	System routes caller to re-enter Provider ID.
To re-enter your Security Code, press 2 or speak "Code."	Press 2 or speak "Code."	System routes caller to re-enter Security Code.
To reset your Security Code, press 3 or speak "Reset."	Press 3 or speak "Reset." (See "Change Security Code.")	System routes caller to "Change Security Code."
To have a customer service representative help you with resetting your Security Code, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to speak with a Provider Services Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System routes caller to repeat valid options.

### 3.2. Create or Change Security Code

The system requires Providers to enter a security code. Security codes are created during Enrollment and may be changed or reset anytime.

MACS Dialogue	Caller's Action	Health PAS
For security purposes, you will need to create your 4-digit Security Code. Please press or speak your Social Security Number or Tax ID.	Press or speak Social Security Number or Tax ID.	The caller has 2 tries for a correct entry and 2 timeouts of 4 seconds. A counter is set for number of retries.

MACS Dialogue	Caller's Action	Health PAS
		On the third try, the caller will be transferred to a Provider Services Representative.
Please press or speak a new 4-digit Security Code.	Press or speak a Security Code.	
To confirm, please press or speak the 4-digit Security Code again.	Press or speak the Security Code again.	System checks the digits entered.
Your Security Code has been successfully changed.		System sets security code with Provider ID.

### 3.2.1. Tax ID Not Found

MACS Dialogue	Caller's Action	Health PAS
I'm sorry, Tax ID <spoken entered Tax ID> was not found.		System returns entered Tax ID.
To re-enter your Tax ID, press 1 or speak "Re-enter."	Press 1 or speak "Re-enter."	System routes caller to re-enter Tax ID.
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to speak with a Provider Services Representative.

### 3.2.2. Confirmed Security Code Invalid

MACS Dialogue	Caller's Action	Health PAS
I'm sorry, the confirmed security code entry <spoken entered security code> does not match the new security code entered. To re-enter the new security code, press 1 or speak "Re-enter."	Press 1 or speak "Re-enter."	System routes caller to re-enter Security Code.
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to speak with a Provider Services Representative.

## 4. Provider Main Menu

The Provider Main Menu contains a list of options that will route the caller to his/her area of interest. The caller is given the option to return to the Main Menu throughout the call. This feature gives the caller access to a variety of information with one phone call.

The following options must be selected and entered correctly to access the Provider Main Menu:

- Press 3 or speak "Provider" for Provider Services.
- Press or speak an NPI or Idaho Medicaid Provider ID.
- Press or speak a Security Code.

MACS Dialogue	Caller's Action	Health PAS
For Participant Information, press 1 or speak "Participant."	Press 1 or speak "Participant" (See "Participant Information.")	The caller has 2 tries for a correct entry and 2 timeouts of 4 seconds. A counter is set for number of retries. On the third try, the caller will be transferred to a Provider Services Representative. System routes caller to "Participant Information."
For Claims Information, press 2 or speak "Claims."	Press 2 or speak "Claims." (See "Claims Information.")	System routes caller to "Claims Information."
For Last Payment Amount, press 3 or speak "Payment."	Press 3 or speak "Payment." (See Last Payment Amount.)	System routes caller to "Last Payment Amount."
For Mailing Addresses or Handbook Requests, press 4 or speak "Mailing."	Press 4 or speak "Mailing." (See "Mailing.")	System routes caller to "Mailing" options.
To Change Security Code, press 5 or speak "Code."	Press 5 or speak "Code." (See "Change Security Code.")	System routes caller to "Change Security Code."
To enter a different Provider ID, press 6 or speak "ID."	Press 6 or speak "ID."	System routes caller to enter Provider ID.
To speak with Provider Enrollment, press 7 or speak "Enrollment."	Press 7 or speak "Enrollment." (See "Enrollment.")	System transfers caller to Provider Enrollment Representative.

MACS Dialogue	Caller's Action	Health PAS
To speak with an EDI Specialist, press 8 or speak "EDI."	Press 8 or speak "EDI."	System transfers caller to an EDI Specialist.
For 1099 Information, press 9 or speak "Financial."	Press 9 or speak "Financial."	System transfers caller to Provider Services Representative.
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System routes caller to choose a specific area of expertise for a Provider Services Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.
In order to better serve you, please choose from one of the following options. For inquiries regarding Eligibility, press or speak "one."	Press or speak "one."	System transfers caller to Provider Services Eligibility Representative.
For inquiries regarding Claims, press or speak "two."	Press or speak "two."	System transfers caller to Provider Services Claims Representative.
For inquiries regarding Remittance Advice, press or speak "three."	Press or speak "three."	System transfers caller to Provider Services Remittance Representative.
For inquiries regarding Prior Authorization, press or speak "four."	Press or speak "four."	System transfers caller to Provider Services Eligibility Representative.
For inquiries regarding Referrals, press or speak "five."	Press or speak "five."	System transfers caller to Provider Services Referrals Representative.
For inquiries regarding Service Limits, press or speak "six."	Press or speak "six."	System transfers caller to Provider Services Eligibility Representative.
For all other inquiries, press or speak "seven."	Press or speak "seven."	System transfers caller to Provider Services Representative.

MACS Dialogue	Caller's Action	Health PAS
To repeat these options, press * or speak "repeat."	Press * or speak "repeat."	System repeats options.

#### 4.1. Participant Information Menu

The Participant Information Menu contains a list of options that will route the caller to hear information about Participants. This feature gives the caller access to a variety of Participant information with one phone call.

The following options must be selected and entered correctly to access the Participant Information Menu:

- Press 3 or speak "Provider" for Provider Services
- Press or speak an NPI or Idaho Medicaid Provider ID
- Press or speak a Security Code
- Press 1 or speak "Participant" for Participant Information

If the ending date of service entered (See "Date of Service") is before 2/1/2016, the caller will hear the following menu options:

MACS Dialogue	Caller's Action	Health PAS
For Participant Eligibility, press 1 or speak "Eligibility."	Press 1 or speak "Eligibility." (See "Participant Eligibility.")	The caller has 2 tries for a correct entry and 2 timeouts of 4 seconds. A counter is set for number of retries. On the third try, the caller will be transferred to a Provider Services Representative. System routes caller to "Participant Eligibility."
For Healthy Connections PCP, press 2 or speak "PCP."	Press 2 or speak "PCP." (See "Healthy Connections PCP.")	System routes caller to "Healthy Connections PCP."
For Other Insurance, press 3 or speak "Other."	Press 3 or speak "Other." (See "Other Insurance.")	System routes caller to "Other Insurance."
For Lock-In, press 4 or speak "Lock-In."	Press 4 or speak "Lock-In."	System routes caller to "Lock-In."
For Long Term Care Eligibility, press 5 or speak "Long."	Press 5 or speak "Long."	System routes caller to "Long Term Care"
For Service Limits, press 6 or speak "Limits."	Press 6 or speak "Limits."	System routes caller to "Service Limits."

MACS Dialogue	Caller's Action	Health PAS
For Prior Authorization, press 7 or speak "Authorization."	Press 7 or speak "Authorization."	System routes caller to "Prior authorization."
For Healthy Connections Referrals, press 8 or speak "Referrals."	Press 8 or speak "Referrals."	System routes caller to "Healthy Connections Referrals."
For Health Home, press 9 or speak "Home."	Press 9 or speak "Home."	System routes caller to "Health Home."
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System routes caller to a choose a specific area of expertise for a Provider Services Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.
In order to better serve you, please choose from one of the following options. For inquiries regarding Eligibility, press or speak "one."	Press or speak "one."	System transfers caller to Provider Services Eligibility Representative.
For inquiries regarding Claims, press or speak "two."	Press or speak "two."	System transfers caller to Provider Services Claims Representative.
For inquiries regarding Remittance Advice, press or speak "three."	Press or speak "three."	System transfers caller to Provider Services Remittance Representative.
For inquiries regarding Prior Authorization, press or speak "four."	Press or speak "four."	System transfers caller to Provider Services Authorizations Representative.
For inquiries regarding Referrals, press or speak "five."	Press or speak "five."	System transfers caller to Provider Services Referrals Representative.

MACS Dialogue	Caller's Action	Health PAS
For inquiries regarding Service Limits, press or speak "six."	Press or speak "six."	System transfers caller to Provider Services Limitations Representative.
For all other inquiries, press or speak "seven."	Press or speak "seven."	System transfers caller to Provider Services Representative.
To repeat these options, press * or speak "repeat."	Press * or speak "repeat."	System repeats options.

If the ending date of service entered (See "Date of Service") is on or after 2/1/2016, the caller will hear the following menu options:

MACS Dialogue	Caller's Action	Health PAS
For Participant Eligibility, press 1 or speak "Eligibility."	Press 1 or speak "Eligibility." (See "Participant Eligibility.")	The caller has 2 tries for a correct entry and 2 timeouts of 4 seconds. A counter is set for number of retries. On the third try, the caller will be transferred to a Provider Services Representative. System routes caller to "Participant Eligibility."
For Healthy Connections PCP, press 2 or speak "PCP."	Press 2 or speak "PCP." (See "Healthy Connections PCP.")	System routes caller to "Healthy Connections PCP."
For Other Insurance, press 3 or speak "Other."	Press 3 or speak "Other." (See "Other Insurance.")	System routes caller to "Other Insurance."
For Long Term Care Eligibility, press 4 or speak "Long."	Press 4 or speak "Long."	System routes caller to "Long Term Care"
For Service Limits, press 5 or speak "Limits."	Press 5 or speak "Limits."	System routes the caller to a Provider Services Representative.
For Prior Authorization, press 6 or speak "Authorization."	Press 6 or speak "Authorization."	System routes caller to "Prior authorization."

MACS Dialogue	Caller's Action	Health PAS
For Healthy Connections Referrals, press 7 or speak "Referrals."	Press 7 or speak "Referrals."	System routes caller to "Healthy Connections Referrals."
For Medicare/Medicaid Coordinated Plan information, press 8 or speak "MMCP"	Press 8 or speak "MMCP."	System routes caller to "Medicare/Medicaid Care Plan"
For Managed Care Organization information, press 9 or speak "MCO"	Press 9 or speak "MCO."	System routes caller to "Managed Care Organization"
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System routes caller to a choose a specific area of expertise for a Provider Services Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.

#### 4.1.1. Participant's Medicaid ID

The system requires a Participant's Medicaid ID to be entered if the caller would like to hear information about a Participant, and if the caller doesn't have an ICN to hear Claim Status. Numbers must be spoken digit by digit (zero through nine).

The following options must be selected and entered correctly to enter the Participant's Medicaid ID:

- Press 3 or speak "Provider" for Provider Services
- Press or speak an NPI or Idaho Medicaid Provider ID
- Press or speak a Security Code

MACS Dialogue	Caller's Action	Health PAS
Please press or speak the participant's 10- digit Idaho Medicaid ID number.	Press or speak the participant's ID.	The caller has 2 tries for a correct entry and 2 timeouts of 4 seconds. A counter is set for number of retries. On the third try, the caller will be transferred to a Provider Services Representative.



MACS Dialogue	Caller's Action	Health PAS
		System checks the digits entered, and if the Participant exists.
If you do not have the Medicaid ID, press # or speak "More" for more options.	Press # or speak "More." (See "Participant's SSN and DOB.")	System routes caller to enter "Participant's SSN and DOB."
You have entered Medicaid ID <speaking entered MID>. If this is correct, press 1 or speak "Yes."	Press 1 or speak "Yes." (See "Date of Service.")	System routes caller to enter "Date of Service."
If this is incorrect and you would like to re-enter the Medicaid ID, press 2 or speak "Re-enter."	Press 2 or speak "re-enter."	System routes caller to re-enter Medicaid ID. A counter is set for number of retries. On the third try, the caller will be transferred to a Provider Services Representative.

#### 4.1.1.1. Medicaid ID Not Found

MACS Dialogue	Caller's Action	Health PAS
I'm sorry, Medicaid ID <speaking entered MID> was not found. To re-enter the Medicaid ID, press 1 or speak "re-enter."	Press 1 or speak "re-enter."	System routes caller to re-enter Medicaid ID. A counter is set for number of retries. On the third try, the caller will be transferred to a Provider Services Representative.
For additional options, press # or speak "More."	Press # or speak "More." (See "Participant's SSN and DOB.")	System routes caller to enter "Participant's SSN and DOB."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Representative.

#### 4.1.2. Participant's SSN and DOB

The system requires a Participant's SSN and DOB to be entered to hear information about a Participant. Numbers must be spoken digit by digit (zero through nine).

The following options must be selected and entered correctly to enter the Participant's SSN and DOB:

- Press 3 or speak "Provider" for Provider Services
- Press or speak an NPI or Idaho Medicaid Provider ID
- Press or speak a Security Code
- Press # or speak "More" for more options

MACS Dialogue	Caller's Action	Health PAS
For security purposes, please enter 2 of the following 3 pieces of information; participant's SSN, participant's DOB, participant's First and Last Name. To enter the participant's SSN and DOB, press or speak 1.	Press or speak 1.	System routes caller to enter participant's SSN and DOB.
To enter the participant's SSN and Name, press or speak 2.	Press or speak 2. (See "Participant's SSN and Name.")	System routes caller to enter "Participant's SSN and Name."
To enter participant's DOB and Name, press or speak 3.	Press or speak 3. (See "Participant's DOB and Name.")	System routes caller to enter "Participant's DOB and Name."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.
Please press or speak the participant's SSN.	Press or speak the participant's SSN.	The caller has 2 tries for a correct entry and 2 timeouts of 4 seconds. A counter is set for number of retries. On the third try, the caller will be transferred to a Provider Services Representative. System checks if Participant SSN exists.
Please press or speak the participant's DOB as a 2-digit month, a 2-digit day, and a 4-digit year.	Press or speak the participant's DOB.	System checks the digits entered. System checks that the DOB and SSN match for participant.

MACS Dialogue	Caller's Action	Health PAS
		If DOB and SSN match, the system routes caller to enter "Date of Service."

#### 4.1.2.1. **DOB and SSN Do Not Match**

MACS Dialogue	Caller's Action	Health PAS
I'm sorry, participant with DOB <speaking entered DOB> and SSN <speaking entered SSN> was not found. To re-enter the participant's SSN, press 1 or speak "Number."	Press 1 or speak "Number."	System routes caller to re-enter DOB.
To re-enter the participant's DOB, press 2 or speak "Date."	Press 2 or speak "Date."	System routes caller to re-enter SSN.
For more options, press # or speak "More."	Press # or speak "More."	System routes caller to hear more options.
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Representative.

#### 4.1.3. **Participant's SSN and Name**

The system requires a Participant's SSN and Name to be entered to hear information about a Participant. Numbers must be spoken digit by digit (zero through nine).

The following options must be selected and entered correctly to enter the Participant's SSN and Name:

- Press 3 or speak "Provider" for Provider Services
- Press or speak an NPI or Idaho Medicaid Provider ID
- Press or speak a Security Code
- Press # or speak "More" for more options

MACS Dialogue	Caller's Action	Health PAS
For security purposes, please enter 2 of the following 3 pieces of information; participant's SSN, participant's DOB, participant's First and Last Name.	Press or speak 1. (See "Participant's SSN and DOB.")	System routes caller to enter "Participant's SSN and DOB."

MACS Dialogue	Caller's Action	Health PAS
To enter the participant's SSN and DOB, press or speak 1.		
To enter participant's SSN and Name, press or speak 2.	Press or speak 2.	System routes caller to enter "Participant's SSN and Name."
To enter participant's DOB and Name, press or speak 3.	Press or speak 3. (See "Participant's DOB and Name.")	System routes caller to enter "Participant's DOB and Name."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.
Please press or speak the participant's SSN.	Press or speak the participant's SSN.	The caller has 2 tries for a correct entry and 2 timeouts of 4 seconds. A counter is set for number of retries. On the third try, the caller will be transferred to a Provider Services Representative. System checks if Participant SSN exists.
Please press or speak the 1 <sup>st</sup> 5 letters of the participant's last name.	Press or speak the 1 <sup>st</sup> 5 letters of the participant's last name.	System checks the letters entered.
Please press or speak the 1 <sup>st</sup> 3 letters of the participant's first name.	Press or speak the 1 <sup>st</sup> 3 letters of the participant's first name.	System checks the letters entered. System checks that the Name and SSN match for participant. System checks the number of records that exist with that match. If Name and SSN match and a single record is returned, the caller is routed to enter "Date of Service."

**4.1.3.1. Name and SSN Do Not Match**

MACS Dialogue	Caller's Action	Health PAS
I'm sorry, participant with Last Name <speaking entered Last Name>, First Name <speaking entered First Name> and SSN <speaking entered SSN> was not found. To re-enter the participant's SSN, press 1 or speak "Number."	Press 1 or speak "Number."	System routes caller to re-enter participant's name.
To re-enter the participant's Name, press 2 or speak "Name."	Press 2 or speak "Name."	System routes caller to re-enter SSN.
For more options, press # or speak "More."	Press # or speak "More."	System routes caller to hear more options.
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Representative.

**4.1.3.2. Multiple Records Found**

MACS Dialogue	Caller's Action	Health PAS
Multiple records exist with Last Name <speaking entered Last Name>, First Name <speaking entered First Name> and SSN <speaking entered SSN>. To re-enter the participant's SSN, press 1 or speak "Number."	Press 1 or speak "Number."	System routes caller to re-enter participant's name.
To re-enter the participant's Name, press 2 or speak "Name."	Press 2 or speak "Name."	System routes caller to re-enter SSN.
For more options, press # or speak "More."	Press # or speak "More."	System routes caller to hear more options.
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Representative.

**4.1.4. Participant's DOB and Name**

The system requires a Participant's DOB and Name to be entered to hear information about a Participant. Numbers must be spoken digit by digit (zero through nine).

The following options must be selected and entered correctly to enter the Participant's DOB and Name:

- Press 3 or speak "Provider" for Provider Services
- Press or speak an NPI or Idaho Medicaid Provider ID
- Press or speak a Security Code
- Press # or speak "More" for more options

MACS Dialogue	Caller's Action	Health PAS
For security purposes, please enter 2 of the following 3 pieces of information; participant's SSN, participant's DOB, participant's First and Last Name. To enter the participant's SSN and DOB, press or speak 1.	Press or speak 1. (See "Participant's SSN and DOB.")	System routes caller to enter "Participant's SSN and DOB."
To enter participant's SSN and Name, press or speak 2.	Press or speak 2. (See "Participant's SSN and Name.")	System routes caller to enter "Participant's SSN and Name."
To enter participant's DOB and Name, press or speak 3.	Press or speak 3.	System routes caller to enter "Participant's DOB and Name."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.
Please press or speak the participant's DOB as a 2-digit month, a 2-digit day, and a 4-digit year.	Press or speak the participant's DOB.	The caller has 2 tries for a correct entry and 2 timeouts of 4 seconds. A counter is set for number of retries. On the third try, the caller will be transferred to a Provider Services Representative.
Please press or speak the 1 <sup>st</sup> 5 letters of the participant's last name.	Press or speak the 1 <sup>st</sup> 5 letters of the participant's last name.	System checks the letters entered.
Please press or speak the 1 <sup>st</sup> 3 letters of the participant's first name.	Press or speak the 1 <sup>st</sup> 3 letters of the participant's first name.	System checks the letters entered.

MACS Dialogue	Caller's Action	Health PAS
		System checks that the DOB and Name match for participant. System checks the # of records that exist with that match. If DOB and Name match and a single record is returned, the caller is routed to enter "Date of Service."

#### 4.1.4.1. *DOB Invalid*

MACS Dialogue	Caller's Action	Health PAS
I'm sorry, <speaking entered DOB> is not a valid date. To re-enter the participant's DOB, press 1 or speak "Date."	Press 1 or speak "Date."	System routes caller to re-enter DOB.
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Representative.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."

#### 4.1.4.2. *DOB and Name Do Not Match*

MACS Dialogue	Caller's Action	Health PAS
I'm sorry, participant with Last Name <speaking entered Last Name>, First Name <speaking entered First Name> and DOB <speaking entered DOB> was not found. To re-enter the participant's DOB, press 1 or speak "Date."	Press 1 or speak "Date."	System routes caller to re-enter participant's name.
To re-enter the participant's Name, press 2 or speak "Name."	Press 2 or speak "Name."	System routes caller to re-enter DOB.
For more options, press # or speak "More."	Press # or speak "More."	System routes caller to hear more options.

MACS Dialogue	Caller's Action	Health PAS
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Representative.

#### 4.1.4.3. Multiple Records Found

MACS Dialogue	Caller's Action	Health PAS
Multiple records exist with Last Name <speaking entered Last Name>, First Name <speaking entered First Name> and DOB <speaking entered DOB>. To re-enter the participant's DOB, press 1 or speak "Date."	Press 1 or speak "Date."	System routes caller to re-enter participant's name.
To re-enter the participant's Name, press 2 or speak "Name."	Press 2 or speak "Name."	System routes caller to re-enter DOB.
For more options, press # or speak "More."	Press # or speak "More."	System routes caller to hear more options.
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Representative.

#### 4.1.5. Date of Service

The system requires a Date of Service to be entered if the caller would like to hear information about a Participant, and if the caller does not have an ICN to hear Claim Status. Numbers must be spoken digit by digit (zero through nine).

The following options must be selected and entered correctly to enter the Date of Service:

- Press 3 or speak "Provider" for Provider Services
- Press or speak an NPI or Idaho Medicaid Provider ID
- Press or speak a Security Code

MACS Dialogue	Caller's Action	Health PAS
Please press or speak the beginning DOS as a 2-digit month, a 2-digit day, and a 4-digit year.	Press or speak the beginning DOS.	The caller has 2 tries for a correct entry and 2 timeouts of 4 seconds. A counter is set for number of retries. On the third try, the caller will be transferred to a Provider Services Representative.



MACS Dialogue	Caller's Action	Health PAS
If it is today, speak "Today."	Speak "Today."	System sets DOS to system date.
		System checks if date is entered in the correct format, if the date is in the future, and if the date is more than 2 years ago.

**4.1.5.1. Beginning Date is Valid, Not in the Future, and Less Than 2 Years Ago**

MACS Dialogue	Caller's Action	Health PAS
Please press or speak the ending DOS as a 2-digit month, a 2-digit day, and a 4-digit year.	Press or speak the ending DOS.	The caller has 2 tries for a correct entry and 2 timeouts. A counter is set for number of retries. On the third try, the caller will be transferred to a Provider Services Representative.
If it is today, speak "Today."	Speak "Today."	System sets DOS to system date.
If it is the same date as the beginning date, speak "Same."	Speak "Same."	System sets ending date.
		System checks if date is entered in the correct format, if the end date is before begin date, if the date is more than 2 years ago, and dates entered are in the same month.
The date range entered is <spoken entered beginning date> thru <spoken entered ending date>. If this is correct, press 1 or speak "Yes."	Press 1 or speak "Yes."	System routes caller to "Claims Information Menu" or "Participant Information Menu."
To re-enter the beginning date, press 2 or speak "Begin."	Press 2 or speak "Begin."	System routes caller to re-enter the beginning DOS.

MACS Dialogue	Caller's Action	Health PAS
To re-enter the ending date, press 3 or speak "End."	Press 3 or speak "End."	System routes caller to re-enter the ending DOS.

#### 4.1.5.2. *Beginning Date is Not Valid*

MACS Dialogue	Caller's Action	Health PAS
I'm sorry, the beginning DOS <spoken entered beginning date> is not a valid date. To re-enter the beginning DOS, press 1 or speak "Date."	Press 1 or speak "Date."	System routes caller to re-enter the beginning date.
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Representative.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."

#### 4.1.5.3. *Beginning Date is Valid, Date is in the Future*

MACS Dialogue	Caller's Action	Health PAS
I'm sorry, the beginning DOS <spoken entered beginning date> is in the future. To re-enter the beginning DOS, press 1 or speak "Date."	Press 1 or speak "Date."	System routes caller to re-enter the beginning date.
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Representative.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."

#### 4.1.5.4. ***Beginning Date is Valid, Not in the Future, is More Than 2 Years Ago***

MACS Dialogue	Caller's Action	Health PAS
I'm sorry, the beginning DOS <speaking entered beginning date> is more than 2 years ago. To re-enter the beginning DOS, press 1 or speak "Date."	Press 1 or speak "Date."	System routes caller to re-enter the beginning date.
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Representative.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."

#### 4.1.5.5. ***Ending Date is Not Valid***

MACS Dialogue	Caller's Action	Health PAS
I'm sorry, the ending DOS <speaking entered ending date> is not a valid date. To re-enter the ending DOS, press 1 or speak "Date."	Press 1 or speak "Date."	System routes caller to re-enter the ending date.
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Representative.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."

#### 4.1.5.6. ***Ending Date is Before Beginning Date***

MACS Dialogue	Caller's Action	Health PAS
I'm sorry, the ending DOS <speaking entered ending date> is prior to the beginning date <speaking entered beginning date>. To re-enter the beginning DOS, press 1 or speak "Begin."	Press 1 or speak "Begin."	System routes caller to re-enter the beginning date.

MACS Dialogue	Caller's Action	Health PAS
To re-enter the ending DOS, press 1 or speak "End."	Press 1 or speak "End."	System routes caller to re-enter the ending date.

#### 4.1.5.7. *Ending Date is Valid, Date is in the Future*

MACS Dialogue	Caller's Action	Health PAS
I'm sorry, the ending DOS <speaking entered ending date> is in the future. To re-enter the ending DOS, press 1 or speak "Date."	Press 1 or speak "Date."	System routes caller to re-enter the ending date.
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Representative.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."

#### 4.1.5.8. *Date Range Spans More Than 1 Month*

MACS Dialogue	Caller's Action	Health PAS
I'm sorry, the date range of <speaking entered beginning date> thru <speaking entered ending date> spans more than 1 calendar month. Please note, eligibility information is available at <a href="http://www.idmedicaid.com">www.idmedicaid.com</a> To re-enter the beginning DOS, press 1 or speak "Begin."	Press 1 or speak "Begin."	System routes caller to re-enter the beginning date.
To re-enter the ending DOS, press 2 or speak "End."	Press 2 or speak "End."	System routes caller to re-enter the ending date.

#### 4.1.6. **Participant Eligibility**

This section informs the caller if a Participant is eligible for Medicaid benefits. The caller may hear Participant benefits and receive an Eligibility Verification Number. Numbers must be spoken digit by digit (zero through nine).

The following options must be selected and entered correctly to access Participant Eligibility:

- Press 3 or speak "Provider" for Provider Services
- Press or speak an NPI or Idaho Medicaid Provider ID

- Press or speak a Security Code
- Press 1 or speak "Participant"
- Enter Participant's Medicaid ID and Date of Service
- Press 1 or speak "Eligibility"

MACS Dialogue	Caller's Action	Health PAS
Participant <speaking MID> is eligible for <speaking basic/enhanced/INPT ONLY> Medicaid benefits from <speaking beginning DOS> to <speaking ending DOS>.		System returns MID, Type of Benefit, and DOS. System returns Participant Benefits.
This participant has been issued a new Medicaid ID card. Please verify that the participant's Medicaid ID card number ends with <speaking Medicaid ID card sequence #>.		This information is heard only if the participant has been issued a new card. System returns last digit on ID card.
Your Eligibility Verification Number is <speaking verification #>.		System returns verification number.
To repeat your Eligibility Verification Number, press 1 or speak "Verification."	Press 1 or speak "Verification."	System repeats verification number.
To repeat this participant's eligibility information, press 2 or speak "Eligibility".	Press 2 or speak "Eligibility."	System repeats eligibility information.
To check eligibility for this participant on a different date of service, press 3 or speak "Date".	Press 3 or speak "Date."	System routes caller to "Date of Service."
To check eligibility for another participant, press 4 or speak "Next".	Press 4 or speak "Next."	System routes caller to enter "Participant's Medicaid ID."
To hear limitations, press 5 or speak "Limits."	Press 5 or speak "Limits."	System routes caller to a Provider Services Eligibility Representative.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."

MACS Dialogue	Caller's Action	Health PAS
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Eligibility Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.

#### 4.1.6.1. Participant Medicaid Benefit Messages

The following are Medicaid Benefit messages the caller may hear based on Participant's eligibility.

Benefit	Benefit Message Verbiage
QMB Only	Participant < speak MID > is eligible for coverage limited to QMB only, to include Medicare coinsurance and deductible.
MEDICARE PART A, B, OR BOTH	This participant is covered under Medicare Part < speak part(s) > from < speak effdate > to < speak termdate >.
QMB Plus	This participant is eligible for Medicare coinsurance and deductible and for Medicare non-covered services covered by Medicaid.
SLMB Plus	This participant is eligible for Medicare coinsurance and deductible and for Medicare non-covered services covered by Medicaid.
PW	With benefits restricted to pregnancy-related services only.
PE	With benefits restricted to outpatient pregnancy related services only.
MMCP	If DOS is greater than 10/01/2017: This participant is enrolled in < Network name >, with the organization < speak name >.  If DOS is less than 10/01/2017: This participant is enrolled in MMCP, with benefits restricted to Medicaid paid services.
DD Children's Services	This participant is enrolled in DD Children's Services from < speak effdate > to < speak termdate >. This is a limited benefit. It is the Provider's responsibility to check limitations.

Benefit	Benefit Message Verbiage
Youth Empowerment Services (YES)	This participant is eligible for Youth Empowerment Services
HEALTHY CONNECTIONS (This benefit will only play if the inquiry ending date of service is prior to 2/1/2016)	This participant is enrolled in Healthy Connections with the organization <speak Name>. The primary care provider name is <speak name> and the phone number is <speak phone #>.
HEALTH HOME (This benefit will only play if the inquiry ending date of service is prior to 2/1/2016)	This participant is enrolled in Health Home with the organization <speak Name>. The primary care provider name is <speak name> and the phone number is <speak phone #>.
HEALTHY CONNECTIONS NETWORK (This benefit will only play if the inquiry ending date of service is on or after 2/1/2016)	This participant is enrolled in Healthy Connections Network from <speak effdate> to <speak termdate> with the organization <speak name>. The primary care provider name is <speak name> and the phone number is <speak phone #>.
HEALTHY CONNECTIONS ACCESS PLUS NETWORK (This benefit will only play if the inquiry ending date of service is on or after 2/1/2016)	This participant is enrolled in Healthy Connections Access Plus Network from <speak effdate> to <speak termdate> with the organization <speak name>. The primary care provider name is <speak name> and the phone number is <speak phone #>.
HEALTHY CONNECTIONS MEDICAL HEALTH HOME NETWORK (This benefit will only play if the inquiry ending date of service is on or after 2/1/2016)	This participant is enrolled in Healthy Connections Medical Health Home Network from <speak effdate> to <speak termdate> with the organization <speak name>. The primary care provider name is <speak name> and the phone number is <speak phone #>.
HEALTHY CONNECTIONS CARE MANAGEMENT NETWORK (This benefit will only play if the inquiry ending date of service is on or after 2/1/2016)	This participant is enrolled in Healthy Connections Care Management Network from <speak effdate> to <speak termdate> with the organization <speak name>. The primary care provider name is <speak name> and the phone number is <speak phone #>.
HEALTHY CONNECTIONS/EXEMPT (This benefit will only play if the inquiry ending date of service is on or after 2/1/2016)	This participant is enrolled in Healthy Connections Program from <speak effdate> to <speak termdate>.
OTHER INSURANCE/TPL	This participant has <speak coverage> with <speak Name>. Bill primary first.

Benefit	Benefit Message Verbiage
	The policy number is <speaking policy #>. The subscriber number is <speaking subscriber #>. The group number is <speaking group #>.
LOCK-IN (This benefit will only play if the inquiry ending date of service is prior to 2/1/2016)	This participant is locked in from <speaking effdate> to <speaking termdate>. The lock-in provider name is <speaking Name> and the phone number is <speaking phone #>.
HOSPICE SERVICES	This participant is eligible for restricted hospice benefits.
LONG TERM CARE	This participant is eligible for Long Term Care benefits from <speaking effdate> to <speaking termdate> with provider <speaking Name> and the phone number is <speaking phone #>.
COPAY/EXEMPT	This participant may be exempt from Co-Pay from <speaking effdate> to <speaking termdate>.
COPAY/NON-EXEMPT	This participant may have a Co-Pay in the amount of <speaking Co-Pay amount> from <speaking effdate> to <speaking termdate>..
Managed Care Organization (MCO) - Dental	This participant is enrolled in <network name>, with the organization <speaking name>.
Managed Care Organization (MCO) - Transportation	This participant is enrolled in <network name>, with the organization <speaking name>.
Managed Care Organization (MCO) - Behavioral Health	This participant is enrolled in <network name>, with the organization <speaking name>.

#### 4.1.6.2. Participant is Not Eligible

MACS Dialogue	Caller's Action	Health PAS
Participant <speaking MID> is not eligible for Medicaid benefits from <speaking beginning DOS> to <speaking ending DOS>.		System returns MID and DOS.
Your Eligibility Verification Number is <speaking verification #>.		System returns verification number.
To repeat your Eligibility Verification Number, press 1 or speak "Verification."	Press 1 or speak "Verification."	System repeats verification number.



MACS Dialogue	Caller's Action	Health PAS
To repeat this participant's eligibility information, press 2 or speak "Eligibility".	Press 2 or speak "Eligibility."	System repeats eligibility information.
To check eligibility for this participant on a different date of service, press 3 or speak "Date".	Press 3 or speak "Date."	System routes caller to "Date of Service."
To check eligibility for another participant, press 4 or speak "Next".	Press 4 or speak "Next."	System routes caller to enter "Participant's Medicaid ID."
To hear limitations, press 5 or speak "Limits."	Press 5 or speak "Limits."	System routes caller to a Provider Services Eligibility Representative.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Eligibility Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.

#### 4.1.6.3. **Participant Has Confidential Eligibility**

MACS Dialogue	Caller's Action	Health PAS
We are unable to give eligibility for participant < speak MID >. Please contact < speak contact info. >.		System returns MID and Contact Info.
Your Eligibility Verification Number is < speak verification # >.		System returns verification number.
To repeat your Eligibility Verification Number, press 1 or speak "Verification."	Press 1 or speak "Verification."	System repeats verification number.
To repeat this participant's eligibility information, press 2 or speak "Eligibility".	Press 2 or speak "Eligibility."	System repeats eligibility information.

MACS Dialogue	Caller's Action	Health PAS
To check eligibility for this participant on a different date of service, press 3 or speak "Date."	Press 3 or speak "Date."	System routes caller to "Date of Service."
To check eligibility for another participant, press 4 or speak "Next".	Press 4 or speak "Next."	System routes caller to enter "Participant's Medicaid ID."
To hear limitations, press 5 or speak "Limits."	Press 5 or speak "Limits."	System routes caller to a Provider Services Eligibility Representative.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Eligibility Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.

#### 4.1.7. Healthy Connections PCP

This section informs the caller if a Participant is enrolled in Healthy Connections if the ending date of service entered (See "Date of Service") is prior to 2/1/2016. If the ending date of service entered is on or after 2/1/2016, the caller will be informed if a Participant is enrolled in one of the Healthy Connections Networks. Additionally, the name of the HC Organization along with the name of the Participant's Primary Care Physician and phone number may be heard. Numbers must be spoken digit by digit (zero through nine). The following options must be selected and entered correctly to access Healthy Connections PCP:

- Press 3 or speak "Provider" for Provider Services
- Press or speak an NPI or Idaho Medicaid Provider ID
- Press or speak a Security Code
- Press 1 or speak "Participant"
- Enter Participant's Medicaid ID and Date of Service
- Press 2 or speak "PCP"

If the ending date of service entered (See "Date of Service") is prior to 2/1/2016, the caller will hear the following:

MACS Dialogue	Caller's Action	Health PAS
This Participant is enrolled in Healthy Connections from <speaking beginning DOS> to <speaking ending DOS> with the		System returns MID, DOS, and HC Organization Name If the following information is available,

MACS Dialogue	Caller's Action	Health PAS
organization < speak name >. The primary care provider name is < speak name > and the phone number is < speak phone # >.		PCP Name and phone number.
Your Eligibility Verification Number is < speak verification # >.		System returns Eligibility Verification Number.
To repeat your Eligibility Verification Number, press 1 or speak "Verification."	Press 1 or speak "Verification."	System repeats verification number.
To repeat this participant's eligibility information, press 2 or speak "Eligibility."	Press 2 or speak "Eligibility."	System repeats eligibility.
To check eligibility for this participant on a different date of service, press 3 or speak "Date."	Press 3 or speak "Date."	System routes caller to "Date of Service."
To check eligibility for another participant, press 4 or speak "Next."	Press 4 or speak "Next."	System routes caller to enter "Participant's Medicaid ID."
To hear limitations, press 5 or speak "Limits."	Press 5 or speak "Limits."	System routes caller to a Provider Services Eligibility Representative.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Eligibility Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.

If the ending date of service entered (See "Date of Service") is on or after 2/1/2016, the caller may hear the following:

MACS Dialogue	Caller's Action	Health PAS
This participant is enrolled in Healthy Connections Network from < speak effdate > to < speak		System returns MID, DOS, HC Organization Name and phone number. If the following information is

MACS Dialogue	Caller's Action	Health PAS
<p>termdate&gt; with the organization &lt;speaking name&gt;.</p> <p>The primary care provider name is &lt;speaking name&gt; and the phone number is &lt;speaking phone #&gt;.</p>		<p>available, PCP Name and phone number.</p>
<p>This participant is enrolled in Healthy Connections Access Plus Network from &lt;speaking effdate&gt; to &lt;speaking termdate&gt; with the organization &lt;speaking name&gt;.</p> <p>The primary care provider name is &lt;speaking name&gt; and the phone number is &lt;speaking phone #&gt;.</p>		<p>System returns MID, DOS, HC Organization Name and phone number. If the following information is available, PCP Name and phone number.</p>
<p>This participant is enrolled in Healthy Connections Medical Health Home Network from &lt;speaking effdate&gt; to &lt;speaking termdate&gt; with the organization &lt;speaking name&gt;.</p> <p>The primary care provider name is &lt;speaking name&gt; and the phone number is &lt;speaking phone #&gt;.</p>		<p>System returns MID, DOS, HC Organization Name and phone number. If the following information is available, PCP Name and phone number.</p>
<p>This participant is enrolled in Healthy Connections Care Management Network from &lt;speaking effdate&gt; to &lt;speaking termdate&gt; with the organization &lt;speaking name&gt;.</p> <p>The primary care provider name is &lt;speaking name&gt; and the phone number is &lt;speaking phone #&gt;.</p>		<p>System returns MID, DOS, HC Organization Name and phone number. If the following information is available, PCP Name and phone number.</p>
<p>This participant is exempt from Healthy Connections Program from &lt;speaking effdate&gt; to &lt;speaking termdate&gt;.</p>		<p>System returns exemption information.</p>
<p>Your Eligibility Verification Number is &lt;speaking verification #&gt;.</p>		<p>System returns Eligibility Verification Number.</p>
<p>To repeat your Eligibility Verification Number, press 1 or speak "Verification."</p>	<p>Press 1 or speak "Verification."</p>	<p>System repeats verification number.</p>

MACS Dialogue	Caller's Action	Health PAS
To repeat this participant's eligibility information, press 2 or speak "Eligibility."	Press 2 or speak "Eligibility."	System repeats eligibility.
To check eligibility for this participant on a different date of service, press 3 or speak "Date."	Press 3 or speak "Date."	System routes caller to "Date of Service."
To check eligibility for another participant, press 4 or speak "Next."	Press 4 or speak "Next."	System routes caller to enter "Participant's Medicaid ID."
To hear limitations, press 5 or speak "Limits."	Press 5 or speak "Limits."	System routes caller to a Provider Services Eligibility Representative.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Eligibility Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.

#### 4.1.7.1. **Participant is Not Enrolled**

MACS Dialogue	Caller's Action	Health PAS
This Participant is not enrolled in Healthy Connections from <speaking beginning DOS> to <speaking ending DOS>.		System returns MID and DOS.
To verify eligibility for Healthy Connections please visit the Gainwell Technologies Medicaid website at <a href="http://www.idmedicaid.com">www.idmedicaid.com</a> or contact the Call Center for the most current and updated eligibility information.		System provides additional information for eligibility returns.
Your Eligibility Verification Number is <speaking verification #>.		System returns verification number.

MACS Dialogue	Caller's Action	Health PAS
To repeat your Eligibility Verification Number, press 1 or speak "Verification."	Press 1 or speak "Verification."	System repeats verification number.
To repeat this participant's eligibility information, press 2 or speak "Eligibility."	Press 2 or speak "Eligibility."	System repeats eligibility.
To check eligibility for this participant on a different date of service, press 3 or speak "Date."	Press 3 or speak "Date."	System routes caller to "Date of Service."
To check eligibility for another participant, press 4 or speak "Next."	Press 4 or speak "Next."	System routes caller to enter "Participant's Medicaid ID."
To hear limitations, press 5 or speak "Limits."	Press 5 or speak "Limits."	System routes caller to a Provider Services Eligibility Representative.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Eligibility Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.

#### 4.1.8. Health Home

This section informs the caller if a Participant is enrolled in Health Home. The name of the HH Organization and phone number along with the name of the Participant's Primary Care Physician and phone number may be heard. Numbers must be spoken digit by digit (zero through nine).

The following options must be selected and entered correctly to access Health Home PCP:

- Press 3 or speak "Provider" for Provider Services
- Press or speak an NPI or Idaho Medicaid Provider ID
- Press or speak a Security Code
- Press 1 or speak "Participant"
- Enter Participant's Medicaid ID and Date of Service
- Press 9 or speak "Home"

MACS Dialogue	Caller's Action	Health PAS
This Participant is enrolled in Health Home from <speaking beginning DOS> to <speaking ending DOS> with the organization <speaking name>. The primary care provider name is <speaking name> and the phone number is <speaking phone #>.		System returns MID, DOS, HH Organization Name and phone number. If the following information is available, PCP Name and phone number.
Your Eligibility Verification Number is <speaking verification #>.		System returns Eligibility Verification Number.
To repeat your Eligibility Verification Number, press 1 or speak "Verification."	Press 1 or speak "Verification."	System repeats verification number.
To repeat this participant's eligibility information, press 2 or speak "Eligibility."	Press 2 or speak "Eligibility."	System repeats eligibility.
To check eligibility for this participant on a different date of service, press 3 or speak "Date."	Press 3 or speak "Date."	System routes caller to "Date of Service."
To check eligibility for another participant, press 4 or speak "Next."	Press 4 or speak "Next."	System routes caller to enter "Participant's Medicaid ID."
To hear limitations, press 5 or speak "Limits."	Press 5 or speak "Limits."	System routes caller to a Provider Services Eligibility Representative.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Eligibility Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.

**4.1.8.1. Participant is Not Enrolled**

MACS Dialogue	Caller's Action	Health PAS
This Participant is not enrolled in Health Home from <speaking beginning DOS> to <speaking ending DOS>.		System returns MID and DOS.
Your Eligibility Verification Number is <speaking verification #>.		System returns verification number.
To repeat your Eligibility Verification Number, press 1 or speak "Verification."	Press 1 or speak "Verification."	System repeats verification number.
To repeat this participant's eligibility information, press 2 or speak "Eligibility."	Press 2 or speak "Eligibility."	System repeats eligibility.
To check eligibility for this participant on a different date of service, press 3 or speak "Date."	Press 3 or speak "Date."	System routes caller to "Date of Service."
To check eligibility for another participant, press 4 or speak "Next."	Press 4 or speak "Next."	System routes caller to enter "Participant's Medicaid ID."
To hear limitations, press 5 or speak "Limits."	Press 5 or speak "Limits."	System routes caller to a Provider Services Eligibility Representative.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Eligibility Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.

**4.1.9. Other Insurance for Participant**

This section informs the caller if a Participant has additional insurance. The name of the insurance company and type of coverage along with the policy number, subscriber number,



and group number may be heard. Numbers must be spoken digit by digit (zero through nine).

The following options must be selected and entered correctly to access Other Insurance:

- Press 3 or speak "Provider" for Provider Services
- Press or speak an NPI or Idaho Medicaid Provider ID
- Press or speak a Security Code
- Press 1 or speak "Participant"
- Enter Participant's Medicaid ID and Date of Service
- Press 3 or speak "Other"

MACS Dialogue	Caller's Action	Health PAS
This Participant has <speaking coverage> with <speaking name> from <speaking beginning DOS> to <speaking ending DOS>. Bill primary first. The policy number is <speaking policy #>. The subscriber number is <speaking subscriber #>. The group number is <speaking group #>.		System returns MID, type of coverage, Insurance Co. Name, DOS. If the following information is available, Policy #, Subscriber #, and Group #.
To hear the next carrier, press 1 or speak "Yes."	Press 1 or speak "Yes."	System returns Third Party Liability Insurance for Participant. System cycles through until all Third Party Liability Insurances are exhausted for Participant.
Otherwise, press or speak "No."	Press or speak "No."	
Your Eligibility Verification Number is <speaking Verification #>.		System returns Eligibility Verification Number.
To repeat your Eligibility Verification Number, press 1 or speak "Verification."	Press 1 or speak "Verification."	System repeats verification number.
To repeat this participant's eligibility information, press 2 or speak "Eligibility."	Press 2 or speak "Eligibility."	System repeats eligibility.
To check eligibility for this participant on a different date of service, press 3 or speak "Date."	Press 3 or speak "Date."	System routes caller to "Date of Service."

MACS Dialogue	Caller's Action	Health PAS
To check eligibility for another participant, press 4 or speak "Next."	Press 4 or speak "Next."	System routes caller to enter "Participant's Medicaid ID."
To hear limitations, press 5 or speak "Limits."	Press 5 or speak "Limits."	System routes caller to a Provider Services Eligibility Representative.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Eligibility Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.

#### 4.1.9.1. **No Other Insurance for Participant**

MACS Dialogue	Caller's Action	Health PAS
This Participant is not insured by another carrier from <speaking beginning DOS> to <speaking ending DOS>.		System returns MID and DOS.
Your Eligibility Verification Number is <speaking verification #>.		System returns verification number.
To repeat your Eligibility Verification Number, press 1 or speak "Verification."	Press 1 or speak "Verification."	System repeats verification number.
To repeat this participant's eligibility information, press 2 or speak "Eligibility."	Press 2 or speak "Eligibility."	System repeats eligibility.
To check eligibility for this participant on a different date of service, press 3 or speak "Date."	Press 3 or speak "Date."	System routes caller to "Date of Service."
To check eligibility for another participant, press 4 or speak "Next."		System routes caller to enter "Participant's Medicaid ID."

MACS Dialogue	Caller's Action	Health PAS
To hear limitations, press 5 or speak "Limits."	Press 5 or speak "Limits."	System routes caller to a Provider Services Eligibility Representative.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Eligibility Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.

#### 4.1.9.2. Participant has Medicare Coverage

MACS Dialogue	Caller's Action	Health PAS
This Participant is covered under Medicare Part < speak Medicare part > from < speak beginning effdate > to < speak ending termdate >.		System returns MID, Medicare Part, and DOS.
Your Eligibility Verification Number is < speak verification # >.		System returns verification number.
To repeat your Eligibility Verification Number, press 1 or speak "Verification."	Press 1 or speak "Verification."	System repeats verification number.
To repeat this participant's eligibility information, press 2 or speak "Eligibility."	Press 2 or speak "Eligibility."	System repeats eligibility.
To check eligibility for this participant on a different date of service, press 3 or speak "Date."	Press 3 or speak "Date."	System routes caller to "Date of Service."
To check eligibility for another participant, press 4 or speak "Next."		System routes caller to enter "Participant's Medicaid ID."
To hear limitations, press 5 or speak "Limits."	Press 5 or speak "Limits."	System routes caller to a Provider Services Eligibility Representative.

MACS Dialogue	Caller's Action	Health PAS
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Eligibility Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.

#### 4.1.10. Lock-In

This section informs the caller if a Participant is Locked In with a Provider. Numbers must be spoken digit by digit (zero through nine).

The following options must be selected and entered correctly to access Lock-In:

- Press 3 or speak "Provider" for Provider Services
- Press or speak an NPI or Idaho Medicaid Provider ID
- Press or speak a Security Code
- Press 1 or speak "Participant"
- Enter Participant's Medicaid ID and Date of Service
- Press 4 or speak "Lock-In"

MACS Dialogue	Caller's Action	Health PAS
This Participant is locked-in from <speakeffdate> to <speaktermdate>. The lock-in Provider name is <speakeffname> and the phone number is <speakeffphone #>.		System returns MID, DOS, Provider Name, and Phone Number.
Your Eligibility Verification Number is <speakeffverification #>.		System returns Eligibility Verification Number.
To repeat your Eligibility Verification Number, press 1 or speak "Verification."	Press 1 or speak "Verification."	System repeats verification number.
To repeat this participant's eligibility information, press 2 or speak "Eligibility."	Press 2 or speak "Eligibility."	System repeats eligibility.
To check eligibility for this participant on a different date of service, press 3 or speak "Date."	Press 3 or speak "Date."	System routes caller to "Date of Service."

MACS Dialogue	Caller's Action	Health PAS
To check eligibility for another participant, press 4 or speak "Next."	Press 4 or speak "Next."	System routes caller to enter "Participant's Medicaid ID."
To hear limitations, press 5 or speak "Limits."	Press 5 or speak "Limits."	System routes caller to a Provider Services Eligibility Representative.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to 'Provider Main Menu.'
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Eligibility Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.

#### 4.1.10.1. Participant is Not Locked In

MACS Dialogue	Caller's Action	Health PAS
This Participant is not locked-in from <speakeffdate> to <speaktermdate>.		System returns MID and DOS.
Your Eligibility Verification Number is <speakverification #>.		System returns verification number.
To repeat your Eligibility Verification Number, press 1 or speak "Verification."	Press 1 or speak "Verification."	System repeats verification number.
To repeat this participant's eligibility information, press 2 or speak "Eligibility."	Press 2 or speak "Eligibility."	System repeats eligibility.
To check eligibility for this participant on a different date of service, press 3 or speak "Date."	Press 3 or speak "Date."	System routes caller to "Date of Service."
To check eligibility for another participant, press 4 or speak "Next."		System routes caller to enter "Participant's Medicaid ID."

MACS Dialogue	Caller's Action	Health PAS
To hear limitations, press 5 or speak "Limits."	Press 5 or speak "Limits."	System routes caller to a Provider Services Eligibility Representative.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Eligibility Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.

#### 4.1.11. Long Term Care Eligibility

This section informs the caller if a Participant is eligible for Long Term Care benefits. The Long Term Care Provider's name and phone number may be heard. Numbers must be spoken digit by digit (zero through nine).

The following options must be selected and entered correctly to access Long Term Care:

- Press 3 or speak "Provider" for Provider Services
- Press or speak an NPI or Idaho Medicaid Provider ID
- Press or speak a Security Code
- Press 1 or speak "Participant"
- Enter Participant's Medicaid ID and Date of Service
- Press 5 or speak "Long"

MACS Dialogue	Caller's Action	Health PAS
This Participant is eligible for Long Term Care benefits from <speakeffdate> to <speak termdate> with Provider <speak name> and the phone number is <speak phone #>.		System returns MID, DOS, Provider Name, and Phone Number.
Your Eligibility Verification Number is <speak verification #>.		System returns Eligibility Verification Number.
To repeat your Eligibility Verification Number, press 1 or speak "Verification."	Press 1 or speak "Verification."	System repeats verification number.
To repeat this participant's eligibility information, press 2 or speak "Eligibility."	Press 2 or speak "Eligibility."	System repeats eligibility.

MACS Dialogue	Caller's Action	Health PAS
To check eligibility for this participant on a different date of service, press 3 or speak "Date."	Press 3 or speak "Date."	System routes caller to "Date of Service."
To check eligibility for another participant, press 4 or speak "Next."	Press 4 or speak "Next."	System routes caller to enter "Participant's Medicaid ID."
To hear limitations, press 5 or speak "Limits."	Press 5 or speak "Limits."	System routes caller to a Provider Services Eligibility Representative.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Eligibility Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.

#### 4.1.11.1. **Participant is Not Eligible for LTC**

MACS Dialogue	Caller's Action	Health PAS
This Participant is not eligible for Long Term Care benefits from <speakeffdate> to <speaktermdate>.		System returns MID and DOS.
Your Eligibility Verification Number is <speakeffdate>.		System returns verification number.
To repeat your Eligibility Verification Number, press 1 or speak "Verification."	Press 1 or speak "Verification."	System repeats verification number.
To repeat this participant's eligibility information, press 2 or speak "Eligibility."	Press 2 or speak "Eligibility."	System repeats eligibility.
To check eligibility for this participant on a different date of service, press 3 or speak "Date."	Press 3 or speak "Date."	System routes caller to "Date of Service."

MACS Dialogue	Caller's Action	Health PAS
To check eligibility for another participant, press 4 or speak "Next."		System routes caller to enter "Participant's Medicaid ID."
To hear limitations, press 5 or speak "Limits."	Press 5 or speak "Limits."	System routes caller to a Provider Services Eligibility Representative.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Eligibility Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.

#### 4.1.12. Service Limits

This section informs the caller if a Participant has limitations on a service to be performed. The caller will hear Service Limitation messages based on the Participant's coverage. Numbers must be spoken digit by digit (zero through nine).

The following options must be selected and entered correctly to access Service Limits:

- Press 3 or speak "Provider" for Provider Services
- Press or speak an NPI or Idaho Medicaid Provider ID
- Press or speak a Security Code
- Press 1 or speak "Participant"
- Enter Participant's Medicaid ID and Date of Service
- Press 6 or speak "Limits"
- System transfers caller to a Provider Services Eligibility Representative.

#### 4.1.13. Prior Authorization

This section informs the caller about the status of Prior Authorization. Numbers must be spoken digit by digit (zero through nine).

The following options must be selected and entered correctly to access Prior Authorization:

- Press 3 or speak "Provider" for Provider Services
- Press or speak an NPI or Idaho Medicaid Provider ID
- Press or speak a Security Code
- Press 1 or speak "Participant"
- Enter Participant's Medicaid ID and Date of Service
- Press 6 or speak "Authorization"



MACS Dialogue	Caller's Action	Health PAS
If you have a Prior Authorization number, press 1 or speak "Yes."	Press 1 or speak "Yes."	The caller has 2 tries for a correct entry and 2 timeouts of 4 seconds. A counter is set for number of retries. On the third try, the caller will be transferred to a Provider Services Representative.
If you do not have a Prior Authorization number, press 2 or speak "No."	Press 2 or speak "No."	System checks for Prior Authorizations based on "Participant's Medicaid ID."
Please press or speak the numeric portion of your Prior Authorization number.	Press or speak the numeric portion of your Prior Authorization number.	System checks if Prior Authorization number exists, Provider Relationship, and Number of Prior Authorizations for Participant.

#### **4.1.13.1. Prior Authorization Entered by Caller – No Provider Relationship**

Provider Relationship for a Prior Authorization is any Provider Number associated with the Pay To Provider.

MACS Dialogue	Caller's Action	Health PAS
Prior Authorization <speaker entered Prior Authorization number> was found. However, you are not listed as an authorized provider that has a relationship on this prior authorization.		System returns entered Prior Authorization.
To enter another Prior Authorization #, press 1 or speak "Another."	Press 1 or speak "Another."	System routes caller to enter Prior Authorization number.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."

MACS Dialogue	Caller's Action	Health PAS
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Authorizations Representative.

#### **4.1.13.2. Prior Authorization Lookup by Participant's Medicaid ID – No Provider Relationship**

MACS Dialogue	Caller's Action	Health PAS
No prior authorizations were found for participant < speak MID >. Please note, this information is also available at <a href="http://www.idmedicaid.com">www.idmedicaid.com</a> .		
To enter another Prior Authorization #, press 1 or speak "Another."	Press 1 or speak "Another."	System routes caller to enter Prior Authorization number.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Authorizations Representative.

#### **4.1.13.3. Prior Authorization Entered by Caller – Prior Authorization Not Found**

MACS Dialogue	Caller's Action	Health PAS
I'm sorry, Prior Authorization < speak entered Prior Authorization number > was not found.		System returns entered Prior Authorization.
To re-enter the Prior Authorization #, press 1 or speak "Re-enter."	Press 1 or speak "Re-enter."	System routes caller to re-enter Prior Authorization number.
To search for the Prior Authorization by Medicaid ID and	Press 2 or speak "ID."	System erases previously entered MID then routes caller to enter MID and

MACS Dialogue	Caller's Action	Health PAS
Date of Service, press 2 or speak "ID."		returns caller to "Prior Authorization" section.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Authorizations Representative.

#### 4.1.13.4. **Prior Authorization Lookup by Participant's Medicaid ID – Prior Authorization Not Found**

MACS Dialogue	Caller's Action	Health PAS
No Prior Authorizations were found for participant < speak MID > from < speak beginning DOS > to < speak ending DOS > .		System returns MID and DOS.
To check on another Prior Authorization, press 1 or speak "Another."	Press 1 or speak "Another."	System routes caller to re-enter Prior Authorization number.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Authorizations Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.

#### 4.1.13.5. **One Prior Authorization Found**

The caller has a relationship. The Prior Authorization number is heard along with the Prior Authorization status. See "Prior Authorization Status Messages." The caller is presented with more options.

MACS Dialogue	Caller's Action	Health PAS
Prior Authorization < speak PA # > is/has been . . .	See "Prior Authorization Status Messages."	System returns Prior Authorization Number and Prior Authorization Status.

MACS Dialogue	Caller's Action	Health PAS
To check on another Prior Authorization, press 1 or speak "Another."	Press 1 or speak "Another."	System routes caller to re-enter Prior Authorization number.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep".	Press 0 or speak "Rep."	System transfers caller to Provider Services Authorizations Representative.
To repeat this status, press * or speak "Repeat".	Press * or speak "Repeat."	System repeats status.

#### 4.1.13.6. **Prior Authorization Status Messages**

The following Prior Authorization Status messages may be heard.

PA Status	Message Verbiage
APPROVED	Prior Authorization < speak Prior Authorization # > is approved for services.
PARTIALLY APPROVED	Prior authorization < speak PA # > is partially approved to obtain additional information please speak with a customer service representative".
DENIED	Prior Authorization < speak Prior Authorization # > is denied. Please contact the authorizing agency.
IN PROCESS	Prior Authorization < speak Prior Authorization # > is in the process of being evaluated.
MED REVIEW	Prior Authorization < speak Prior Authorization # > is currently under medical review.
CLOSED	Prior Authorization < speak Prior Authorization # > has been closed.
PENDING	Prior Authorization < speak Prior Authorization # > is pending.

#### 4.1.13.7. **Prior Authorization Lookup by Participant's Medicaid ID – Two or More Prior Authorizations Found**

The system searches for Prior Authorizations based on the Participant's Medicaid ID and returns multiple Prior Authorizations. To find the exact Prior Authorization the caller is

inquiring about, the caller is prompted to narrow the search by CPT, HCPCS, or Revenue code.

If the caller does not know the code, he/she may choose to hear all of the Prior Authorization numbers along with Prior Authorization statuses associated with the Participant's Medicaid ID.

MACS Dialogue	Caller's Action	Health PAS
Multiple Prior Authorizations were found for participant < speak MID > with date of service from < speak beginning DOS > to < speak ending DOS >. Please note, this information is also available at <a href="http://www.idmedicaid.com">www.idmedicaid.com</a> .		System returns MID and DOS.
If the Prior Authorization is authorizing service for a CPT code, press or speak 1.	Press or speak 1. (See "Prior Authorization Lookup by CPT Code.")	System routes caller to a Provider Services Authorizations Representative.
If the Prior Authorization is authorizing service for a REV code, press or speak 2.	Press or speak 3. (See "Prior Authorization Lookup by REV Code.")	System routes caller to a Provider Services Authorizations Representative.
If you do not know the service code and would like to hear all Prior Authorizations, press 3 or speak "Yes."	Press 3 or speak "Yes."	System checks Provider Relationship and returns Prior Authorization Numbers with Prior Authorization Statuses.
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to a Provider Services Authorizations Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.

#### **4.1.13.8. Prior Authorization Lookup by CPT Code**

To find the exact Prior Authorization the caller is inquiring about, the caller chooses to narrow the search by entering a CPT code.

MACS Dialogue	Caller's Action	Health PAS
Call will route to a Provider Service Representative.		System transfers caller to a Provider Services Authorizations Representative.

#### 4.1.13.9. **Prior Authorization Lookup by REV Code**

To find the exact Prior Authorization the caller is inquiring about, the caller chooses to narrow the search by entering a Revenue code.

MACS Dialogue	Caller's Action	Health PAS
Call will route to a Provider Service Representative.		System transfers caller to a Provider Services Representative.

#### 4.1.14. **Healthy Connections Referrals**

This section informs the caller about the status of Healthy Connections Referrals. Numbers must be spoken digit by digit (zero through nine).

The following options must be selected and entered correctly to access Healthy Connections Referrals:

- Press 3 or speak "Provider" for Provider Services
- Press or speak an NPI or Idaho Medicaid Provider ID
- Press or speak a Security Code
- Press 1 or speak "Participant"
- Enter Participant's Medicaid ID and Date of Service Press 8 or speak "Referrals"

MACS Dialogue	Caller's Action	Health PAS
If you have the Referral number, press 1 or speak "Yes."	Press 1 or speak "Yes."	The caller has 2 tries for a correct entry and 2 timeouts of 4 seconds. A counter is set for number of retries. On the third try, the caller will be transferred to a Provider Services Referral Representative.
If you do not have the referral number, press 2 or speak "No."	Press 2 or speak "No." (See "Referral Lookup by Participant's Medicaid ID.")	System checks for Referrals based on "Participant's Medicaid ID."
Please press or speak the 7-digit Referral number.	Press or speak the Referral number.	System checks for Referral.

#### 4.1.14.1. Referral Number Entered by Caller

The system checks if the entered Referral number exists along with Provider Relationship. Provider Relationship for a Referral is any Provider Number, Individual or Group associated with the Provider, including Pay To, Rendering, and Refer To.

MACS Dialogue	Caller's Action	Health PAS
Referral < speak referral # > exists for < speak participant's first name > < speak participant's last name >, with Medicaid ID < speak MID > and Date of Birth < speak DOB > for dates of service from < speak referral effdate > to < speak referral termdate >. The referring Provider is < speak referring provider name > with phone number < speak referring provider phone # >. This referral is valid for Provider < speak refer to provider name > with phone number < speak refer to provider phone # >.		System returns entered Referral Number, Participant's Full Name, MID, DOB, Referral Effective Date and Term Date, Referring Provider with Phone Number, and Refer To Provider with Phone Number.
To repeat this information, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats information.
To check on another Referral, press 1 or speak "Another."	Press 1 or speak "Another."	System routes caller to enter referral number.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Referrals Representative.

#### 4.1.14.2. Invalid Referral Number — Entered by Caller

The Referral Number entered by the caller was not entered in the correct format or not found in the system.

MACS Dialogue	Caller's Action	Health PAS
I'm sorry, Referral < speak entered referral # > was not found.		System checks digits entered and returns entered referral number.

MACS Dialogue	Caller's Action	Health PAS
To re-enter the Referral Number, press 1 or speak "Re-enter."	Press 1 or speak "Re-enter."	System routes caller to re-enter referral number.
To enter the MID/DOS, press 2 or speak ID."	Press 2 or speak "ID."	System routes caller to enter "Participant's Medicaid ID" and "Date of Service."
To return to the Main menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Referrals Representative.

#### 4.1.14.3. **No Provider Relationship**

The system found the entered Referral Number. The Provider ID used for the inquiry is not a Referring or Referred To Provider for that Referral.

MACS Dialogue	Caller's Action	Health PAS
Referral < speak entered referral number > was found. However, you are not listed as either the Referring or Referred To Provider on this referral.		System returns entered referral number.
To enter another Provider ID, press 1 or speak "ID."	Press 1 or speak "ID."	System routes caller to enter Provider ID.
To check on another Referral, press 2 or speak "Another."	Press 2 or speak "Another."	System routes caller to enter referral number.
To return to the Main menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Referrals Representative.

#### 4.1.14.4. **Referral Lookup by Participant's Medicaid ID**

The system can search for Referrals based on the Participant's Medicaid ID. If Referrals are found, the system checks the Provider Relationship. Provider Relationship for a Referral is any Provider Number, Individual or Group associated with the Provider, including Pay To, Rendering, and Refer To.



MACS Dialogue	Caller's Action	Health PAS
Referral < speak referral # > exists for < speak participant's first name > < speak participant's last name >, with Medicaid ID < speak MID > and Date of Birth < speak DOB > for dates of service from < speak referral effdate > to < speak referral termdate >. The referring Provider is < speak referring provider name > with phone number < speak referring provider phone # >. This referral is valid for Provider < speak refer to provider name > with phone number < speak refer to provider phone # >.		System returns Referral Number, Participant's Full Name, MID, DOB, Referral Effective Date and Term Date, Referring Provider with Phone Number, and Refer To Provider with Phone Number.
To repeat this information, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats information.
To check on another Referral, press 2 or speak "Another."	Press 2 or speak "Another."	System routes caller to enter referral number.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Referrals Representative.

#### 4.1.14.5. **No Referrals Found by Participant's Medicaid ID Lookup**

The system searches for Referrals based on the Participant's Medicaid ID. No Referrals were found for the entered Participant's Medicaid ID.

MACS Dialogue	Caller's Action	Health PAS
No referrals were found for participant < speak MID > from < speak beginning DOS > to < speak ending DOS >.		System returns entered MID and DOS.
To repeat this information, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats information.
To check on another Referral, press 2 or speak "Another."	Press 2 or speak "Another."	System routes caller to enter referral number.

MACS Dialogue	Caller's Action	Health PAS
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Referrals Representative.

#### **4.1.14.6. No Provider Relationship by Participant's Medicaid ID Lookup**

The system found a Referral based on the Participant's Medicaid ID. The Provider ID used for the inquiry is not a Referring or Referred To Provider for that Referral.

MACS Dialogue	Caller's Action	Health PAS
A Referral was found. However, you are not listed as either the Referring or Referred To Provider on this referral.		
To enter another Provider ID, press 1 or speak "ID."	Press 1 or speak "ID."	System routes caller to enter Provider ID.
To check on another Referral, press 2 or speak "Another."	Press 2 or speak "Another."	System routes caller to enter referral number.
To return to the Main menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Referrals Representative.

#### **4.1.14.7. Two or More Referrals Found by Participant's Medicaid ID Lookup**

The system searches for Referrals based on the Participant's Medicaid ID. Two or more Referrals are found. The system checks Provider Relationship for each Referral.

MACS Dialogue	Caller's Action	Health PAS
There are multiple referrals on file for participant < speak MID > with date of service < speak beginning DOS > to < speak ending DOS > .		System returns entered MID and DOS.

MACS Dialogue	Caller's Action	Health PAS
Please note, this information is also available at <a href="http://www.idmedicaid.com">www.idmedicaid.com</a> .		
To repeat this information, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats information.
To hear the next referral, press 1 or speak "Next."	Press 1 or speak "Next."	System increments the next line counter, checks Provider Relationship.  The system continues to cycle through until all referrals are exhausted for the Participant.
To check on another referral, press 2 or speak "Another."	Press 2 or speak "Another."	System routes caller to enter referral number.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Referrals Representative.

#### 4.1.14.8. Referral is Global

MACS Dialogue	Caller's Action	Health PAS
Referral < speak referral # > exists for < speak participant's first name > < speak participant's last name >, with Medicaid ID < speak MID > and Date of Birth < speak DOB > for dates of service from < speak referral effdate > to < speak referral termdate >. The referring Provider is < speak referring provider name > with phone number < speak referring provider phone # >.		System returns entered Referral Number, Participant's Full Name, MID, DOB, Referral Effective Date and Term Date, and Referring Provider with Phone Number.
To repeat this information, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats information.
To check on another Referral, press 2 or speak "Another."	Press 2 or speak "Another."	System routes caller to enter referral number.

MACS Dialogue	Caller's Action	Health PAS
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Referrals Representative.

## 4.2. Claims Information Menu

The Claims Information Menu contains a list of options that will route the caller to hear information about claims. This feature gives the caller access to a variety of Claims Information with one phone call. Numbers must be spoken digit by digit (zero through nine).

The following options must be selected and entered correctly to access the Claims Information Menu:

- Press 3 or speak "Provider" for Provider Services
- Press or speak an NPI or Idaho Medicaid Provider ID
- Press or speak a Security Code
- Press 2 or speak "Claims" for Claims Information

MACS Dialogue	Caller's Action	Health PAS
For Claim Status, press 1 or speak "Status."	Press 1 or speak "Status." (See "Claim Status.")	The caller has 2 tries for a correct entry and 2 timeouts of 4 seconds. A counter is set for number of retries. On the third try, the caller will be transferred to a Provider Services Claims Representative. System routes caller to "Claim Status."
For Procedure Codes, press 2 or speak "Procedure."	Press 2 or speak "Procedure." (See "Procedure Codes.")	System routes caller to "Procedure Codes."
For Revenue Codes, press 3 or speak "Revenue."	Press 3 or speak "Revenue." (See "Revenue Codes.")	System routes caller to a Provider Services Claims Representative.
For Diagnosis Codes, press 4 or speak "Diagnosis."	Press 4 or speak "Diagnosis." (See "Diagnosis Codes.")	System routes caller to "Diagnosis Codes"

MACS Dialogue	Caller's Action	Health PAS
For Prior Authorization, press 5 or speak "Authorization."	Press 5 or speak "Authorization." (See "Prior Authorization.")	System routes caller to "Prior Authorization."
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main." (See "Provider Main Menu.")	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Claims Representative.
To repeat these options, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats options.

#### 4.2.1. Claim Status

This section informs the caller about the status of submitted Claims. Numbers must be spoken digit by digit (zero through nine).

The following options must be selected and entered correctly to access Claim Status:

- Press 3 or speak "Provider" for Provider Services
- Press or speak an NPI or Idaho Medicaid Provider ID
- Press or speak a Security Code
- Press 2 or speak "Claims" for Claims Information
- Press 1 or speak "Status" for Claim Status

MACS Dialogue	Caller's Action	Health PAS
Do you have the ICN for this claim? Press 1 or speak "Yes."	Press 1 or speak "Yes."	The caller has 2 tries for a correct entry and 2 timeouts of 4 seconds. A counter is set for number of retries. On the third try, the caller will be transferred to a Provider Services Claims Representative.
Press 2 or speak "No."	Press 2 or speak "No." (See "ICN Unknown.")	System routes caller to enter "Participant's Medicaid ID."
Please press or speak the ICN one letter or digit at a time.	Press or speak ICN.	System checks the digits entered, checks Provider Claim Number, Claim

MACS Dialogue	Caller's Action	Health PAS
		Amount, DOS, and Claim Status.
ICN < speak ICN > in the amount of < speak claim amount > for < speak DOS > was/is currently/is in a status of:	See "Status Messages to be Spoken."	System returns Claim Amount, DOS, and Claim Status. System routes caller to hear More Options.
To check the status on another ICN, press 1 or speak "Another."	Press 1 or speak "Another."	System routes caller to enter ICN.
To return to the Claims menu, press # or speak "Claims."	Press # or speak "Claims."	System routes caller to "Claims Information Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Claims Representative.

#### 4.2.1.1. **Claim Status Messages**

The following are Claim Status messages the caller may hear based on a status code in the system.

Claim Statuses	Status Message Verbiage
PAY	is scheduled for payment.
PAID	was paid on < speak paid date >.
DENIED	was denied on < speak denied date >.
PENDING	is currently pending for < speak pending reason >.
OTHER (Claim was received)	is "In Process."

#### 4.2.1.2. **ICN Unknown**

If the caller does not have the ICN number for the claim, and the Participant's Medicaid ID and Date of Service have not been entered, the caller hears options to enter the Participant's Medicaid ID and Date of Service.

See sections "Participant's Medicaid ID" and "Date of Service."

When the system finds a claim associated with the Participant's Medicaid ID, the caller is returned to the "Claim Status" section. The system checks the number of claims associated with the Participant's Medicaid ID.

**4.2.1.3. One Claim Found**

MACS Dialogue	Caller's Action	Health PAS
Claim status for participant <speaking MID> in the amount of <speaking claim amount> for <speaking DOS> is/was/is currently:	See "Claim Status Messages to be Spoken."	System returns entered MID, Claim Amount, DOS, and Claim Status. System routes caller to hear More Options.
To check the status on another claim for the same MID, press 1 or speak "Same."	Press 1 or speak "Same."	System routes caller to "Date of Service."
To check the status on a claim for a different participant, press 2 or speak "Different."	Press 2 or speak "Different."	System routes caller to "Participant's Medicaid ID."
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Claims Representative.

**4.2.1.4. No Claims Found**

MACS Dialogue	Caller's Action	Health PAS
No claims were found for participant <speaking MID> from <speaking beginning DOS> to <speaking ending DOS>.		System returns MID and DOS. System routes caller to hear More Options.
To check the status on another claim for the same MID, press 1 or speak "Same."	Press 1 or speak "Same."	System routes caller to enter "Date of Service."
To check the status on a claim for a different participant, press 2 or speak "Different."	Press 2 or speak "Different."	System routes caller to enter "Participant's Medicaid ID."
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Claims Representative.

**4.2.1.5. Two or More Claims Found**

MACS Dialogue	Caller's Action	Health PAS
There are multiple claims for this participant with date of service from <speaking beginning DOS> to <speaking ending DOS> in the billed amount of <speaking billed amount>.		System returns DOS and Billed Amount. Caller is routed to hear the claim status of the first claim.
To hear the next claim status, press 1 or speak "Yes."	Press 1 or speak "Yes."	
Otherwise, press 2 or speak "No."	Press 2 or speak "No."	System routes caller to hear More Options.
To check the status on another claim for the same participant, press 1 or speak "Same."	Press 1 or speak "Same."	System routes caller to "Date of Service."
To check the status on a claim for a different participant, press 2 or speak "Different."	Press 2 or speak "Different."	System routes caller to "Participant's Medicaid ID."
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Claims Representative.

**4.2.1.6. One with a Different Billed Amount**

MACS Dialogue	Caller's Action	Health PAS
Please press or speak the total billed amount for participant <speaking MID> in dollars and cents.	Press or speak the total billed amount for participant in dollars and cents.	System returns MID.
Claim status for participant <speaking MID> in the amount of <speaking claim amount> for <speaking DOS> is/was/is currently	See "Claim Status Messages to be Spoken."	System returns entered MID, Claim Amount, DOS, and Claim Status.  System routes caller to hear More Options.
To check the status on another claim for the same participant, press 1 or speak "Same."	Press 1 or speak "Same."	System routes caller to "Date of Service."



MACS Dialogue	Caller's Action	Health PAS
To check the status on a claim for a different participant, press 2 or speak "Different."	Press 2 or speak "Different."	System routes caller to "Participant's Medicaid ID."
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Claims Representative.

#### 4.2.1.7. *Two or More with Different Billed Amounts*

MACS Dialogue	Caller's Action	Health PAS
Please press or speak the total billed amount for participant < speak MID > in dollars and cents.	Press or speak the total billed amount for participant in dollars and cents.	System returns MID.
There are multiple claims for this participant with date of service from < speak beginning DOS > to < speak ending DOS > in the billed amount of < speak billed amount >.		System returns DOS and Billed Amount. Caller is routed to hear the claim status of the first claim.
To hear the next claim status, press 1 or speak "Yes."	Press 1 or speak "Yes."	
Otherwise, press 2 or speak "No."	Press 2 or speak "No."	System routes caller to hear More Options.
To check the status on another claim for the same participant, press 1 or speak "Same."	Press 1 or speak "Same."	System routes caller to "Date of Service."
To check the status on a claim for a different participant, press 2 or speak "Different."	Press 2 or speak "Different."	System routes caller to "Participant's Medicaid ID."
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Claims Representative.

### 4.2.2. Procedure Codes

This section informs the caller if a Procedure Code is covered, requires a Prior Authorization, or has limitations for a Participant. The caller may be prompted to enter the Participant's Medicaid ID and Date of Service. Numbers must be spoken digit by digit (zero through nine).

The following options must be selected and entered correctly to access Procedure Codes:

- Press 3 or speak "Provider" for Provider Services
- Press or speak an NPI or Idaho Medicaid Provider ID
- Press or speak a Security Code
- Press 2 or speak "Claims" for Claims Information
- Press 2 or speak "Procedure" for Procedure Codes

MACS Dialogue	Caller's Action	Health PAS
Please speak the Procedure Code one letter or digit at a time.	Speak the Procedure Code.	The caller has 2 tries for a correct entry and 2 timeouts of 4 seconds. A counter is set for number of retries. On the third try, the caller will be transferred to a Provider Services Representative.
You entered Procedure Code <spoken entered procedure code>.  If this is correct, press 1 or speak "Yes."	Press 1 or speak "Yes." (See "Participant's Medicaid ID" and "Date of Service.")	System routes caller to enter "Participant's Medicaid ID" and "Date of Service."
To re-enter the Procedure Code, press 2 or speak "Re-enter."	Press 2 or speak "Re-enter."	Systems routes caller to re-enter the Procedure Code.

#### 4.2.2.1. Procedure Code Not Found

MACS Dialogue	Caller's Action	Health PAS
I'm sorry, Procedure Code <spoken entered procedure code> was not found.		System returns entered Procedure Code.
To re-enter the Procedure Code, press 1 or speak "Re-enter."	Press 1 or speak "Re-enter."	Systems routes caller to re-enter the Procedure Code.

MACS Dialogue	Caller's Action	Health PAS
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Claims Representative.

#### 4.2.2.2. Procedure Code is Not Covered

The system finds the entered Participant's Medicaid ID is not covered for the entered Procedure Code.

MACS Dialogue	Caller's Action	Health PAS
Procedure Code <speaking entered procedure code> is not covered on <speaking DOS>.		System returns entered Procedure Code and DOS. System routes caller to hear More Options.
To repeat this information, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats information.
To check on another Procedure Code, press 1 or speak "Another."	Press 1 or speak "Another."	System routes caller to enter Procedure Code.
To return to the Claims Menu, press 2 or speak "Claims"	Press 2 or speak "Claims."	System routes caller to "Claims Information Menu."
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Claims Representative.

#### 4.2.2.3. Procedure Code is Covered

The system finds the entered Participant's Medicaid ID is covered for the entered Procedure Code.

MACS Dialogue	Caller's Action	Health PAS
Procedure Code <speaking entered procedure code> is covered on <speaking DOS>.		System returns entered Procedure Code and DOS. Caller is routed to hear More Options.

#### **4.2.2.4. No Provider Relationship by Participant's Medicaid ID Lookup**

The system found the entered Procedure Code based on the Participant's Medicaid ID. The Provider ID used for the inquiry is not a Referring or Referred To Provider for that Referral.

MACS Dialogue	Caller's Action	Health PAS
You are not authorized to provide services for procedure code <spoken entered procedure code>.		System returns entered Procedure Code. Caller is routed to hear More Options.

#### **4.2.2.5. Prior Authorization Required without Limitations**

The system finds that a Prior Authorization is required without limitations for the entered Procedure Code.

MACS Dialogue	Caller's Action	Health PAS
Procedure Code <spoken entered procedure code> is covered on <spoken DOS> but will be subject for manual pricing review.		System returns entered Procedure Code and DOS. Caller is routed to hear More Options.

#### **4.2.2.6. Prior Authorization Required with Limitations**

The system finds that a Prior Authorization is required with limitations for the entered Procedure Code.

MACS Dialogue	Caller's Action	Health PAS
Procedure Code <spoken entered procedure code> is covered on <spoken DOS> with limitations.		System returns entered Procedure Code and DOS.  Caller is routed to hear More Options.
To repeat this information, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats information.
To check limitations, press 1 or speak "Limits."	Press 1 or speak "Limits."	System routes caller to "Service Limitations."
To check on another Procedure Code, press 2 or speak "Another."	Press 2 or speak "Another."	System routes caller to enter Procedure Code.

MACS Dialogue	Caller's Action	Health PAS
To return to the Claims Menu, press 2 or speak "Claims."	Press 2 or speak "Claims."	System routes caller to "Claims Information Menu."
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Claims Representative.

### 4.2.3. Revenue Codes

This section informs the caller if a Revenue Code is covered, or requires a Prior Authorization for a Participant. The caller may be prompted to enter the Participant's Medicaid ID and Date of Service. Numbers must be spoken digit by digit (zero through nine).

The following options must be selected and entered correctly to access Revenue Codes:

- Press 3 or speak "Provider" for Provider Services
- Press or speak an NPI or Idaho Medicaid Provider ID
- Press or speak a Security Code
- Press 2 or speak "Claims" for Claims Information
- Press 3 or speak "Revenue" for Revenue Codes
- Call will be routed to speak with a Provider Services Eligibility Representative

### 4.2.4. Diagnosis Codes

This section informs the caller if a Diagnosis Code is active or inactive on a date of service. Numbers must be spoken digit by digit (zero through nine).

The following options must be selected and entered correctly to access Diagnosis Codes:

- Press 3 or speak "Provider" for Provider Services
- Press or speak an NPI or Idaho Medicaid Provider ID
- Press or speak a Security Code
- Press 2 or speak "Claims" for Claims Information
- Press 5 or speak "Diagnosis" for Diagnosis Codes

MACS Dialogue	Caller's Action	Health PAS
Please be advised some diagnoses may require prior authorization. It is the Provider's responsibility to check the provider handbook. ICD-9 diagnosis codes should be used for dates of service prior to		System speaks disclaimer message.

MACS Dialogue	Caller's Action	Health PAS
10/1/15. ICD-10 diagnosis codes should be used for dates of service on 10/1/15 or later.		
To enter an ICD-10 Diagnosis code, press or speak 1.	Press or speak "one."	System routes caller to enter a diagnosis code.
To enter an ICD-9 Diagnosis code, press or speak 2	Press or speak "two."	System routes caller to enter a diagnosis code.
To hear instructions for entering a Diagnosis code, press or speak 3.		System routes caller to hear instructions.
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Representative.
To repeat these options, press * or speak "Repeat".	Press star or speak "Repeat".	System repeats the options.
To enter an ICD-10 Diagnosis code, you may speak each character, speaking "star" as the decimal point.  To enter an ICD-9 Diagnosis code, you may press each digit using the * key as the decimal point or you may speak each digit, speaking "star" as the decimal point.		System routes caller to enter a beginning for the diagnosis code.
Please speak the Diagnosis Code one letter or digit at a time.	Speak the Diagnosis Code.	System captures entered Diagnosis Code.
You entered Diagnosis Code <spoken entered Diagnosis Code>. If this is correct, press 1 or speak "Yes."	Press one or speak "yes."	System routes caller to Claims Information
To re-enter the Diagnosis Code, press 2 or speak "Re-enter."	Press 2 or speak "re-enter."	System routes caller to enter a Diagnosis Code.
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "rep."	System transfers caller to Provider Services Representative

MACS Dialogue	Caller's Action	Health PAS
If the Diagnosis code begins with a digit, press or speak 1.	Press or speak "one."	System routes caller to enter all digits of the diagnosis code.
If it begins with the letter E, press or speak 2.	Press or speak "two."	System routes caller to enter the remaining digits of the diagnosis code.
If it begins with the letter V, press or speak 3.	Press or speak "three."	System routes caller to enter the remaining digits of the diagnosis codes.
Please press or speak each digit of the Diagnosis Code using star as the decimal point.	Press or speak each digit of the Diagnosis code.	The caller has 2 tries for a correct entry and 2 timeouts of 4 seconds. A counter is set for number of retries. On the third try, the caller will be transferred to a Provider Services Representative.
You entered Diagnosis Code <spoken entered diagnosis code>.  If this is correct, press 1 or speak "Yes."	Press 1 or speak "Yes." (See "Participant's Medicaid ID" and "Date of Service.")	System routes caller to enter "Participant's Medicaid ID" and "Date of Service."
To re-enter the Diagnosis Code, press 2 or speak "Re-enter."	Press 2 or speak "Re-enter."	Systems routes caller to re-enter the Diagnosis Code.

#### 4.2.4.1. **Diagnosis Code Not Found**

MACS Dialogue	Caller's Action	Health PAS
Diagnosis Code <spoken entered diagnosis code> was not found.		System returns entered Diagnosis Code.
To re-enter the Diagnosis Code, press 1 or speak "Re-enter."	Press 1 or speak "Re-enter."	Systems routes caller to re-enter the Diagnosis Code.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."

MACS Dialogue	Caller's Action	Health PAS
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Claims Representative.

#### 4.2.4.2. *Diagnosis Code is Inactive*

MACS Dialogue	Caller's Action	Health PAS
Diagnosis Code <speaking entered diagnosis code> is inactive on <speaking DOS>.		System returns entered Diagnosis Code and DOS. System routes caller to hear More Options.
To repeat this information, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats information.
To check on another Diagnosis Code, press 1 or speak "Another."	Press 1 or speak "Another."	System routes caller to enter Diagnosis Code.
To return to the Claims Menu, press 2 or speak "Claims."	Press 2 or speak "Claims."	System routes caller to "Claims Information Menu."
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Claims Representative.

#### 4.2.4.3. *Diagnosis Code is Active*

The system finds the entered Participant's Medicaid ID is covered for the entered Diagnosis Code.

MACS Dialogue	Caller's Action	Health PAS
Diagnosis Code <speaking entered diagnosis code> is active on <speaking DOS>.		System returns entered Diagnosis Code and DOS. Caller is routed to hear More Options.



### 4.3. Last Payment Amount

This section informs the caller (Pay to NPI only) about payment of claims. The caller may hear last payment amount, date of payment, number of claims paid or pending, warrant or EFT number, and total dollar amount of pending claims. Numbers must be spoken digit by digit (zero through nine).

The following options must be selected and entered correctly to access Last Payment Amount:

- Press 3 or speak "Provider" for Provider Services
- Press or speak an NPI or Idaho Medicaid Provider ID
- Press or speak a Security Code
- Press 3 or speak "Payment" for Last Payment Amount

MACS Dialogue	Caller's Action	Health PAS
For Provider ID <speaking entered Provider ID>, the last payment in the amount of <speaking payment amount> was dated on <speaking payment date>. This payment is for <speaking number of claims> claim(s). The Warrant/EFT # is <speaking Warrant/EFT>.		System checks Provider ID and Accounts Payable. System returns entered Provider ID, Last Payment Amount, Payment Date, Number of Claims, and Warrant/EFT Number.
Last payment information is not available for Provider ID <speaking entered provider ID>.		System checks Provider ID and Accounts Payable.
There is/are <speaking number of claims> pending claim(s) totaling <speaking total amount pended>. Pended claims are not a guarantee of payment.		System checks Provider ID, Accounts Payable, and Claim Status. System returns Number of Pending Claims and Amount Pending.
To repeat this information, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats information.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Remittance Representative.

### 4.4. Address Menu

The Address Menu contains a list of options that will route the caller to hear an address of choice. Numbers must be spoken digit by digit (zero through nine).

The following options must be selected and entered correctly to access the Address Menu:

- Press 3 or speak "Provider" for Provider Services
- Press or speak an NPI or Idaho Medicaid Provider ID
- Press or speak a Security Code
- Press 4 or speak "Mailing" for Mailing Addresses or Handbook Requests

MACS Dialogue	Caller's Action	Health PAS
For a list of Idaho's Medicaid mailing addresses, press 1 or speak "Mailing."	Press 1 or speak "Mailing." (See "Mailing Addresses.")	The caller has 2 tries for a correct entry and 2 timeouts of 4 seconds. A counter is set for number of retries. On the third try, the caller will be transferred to a Provider Services Representative.
To hear our web address, press 2 or speak "Web."	Press 2 or speak "Web."	System returns web address.
To request a handbook CD be mailed to your address, press 3 or speak "CD."	Press 3 or speak "CD." (See "Handbook Request.")	System routes caller to Handbook Request.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Representative.
To repeat these options, press * or speak "Repeat".	Press * or speak "Repeat."	System repeats options.

#### 4.4.1. Mailing Addresses

The following options must be selected and entered correctly to hear Mailing Addresses:

- Press 3 or speak "Provider" for Provider Services
- Press or speak an NPI or Idaho Medicaid Provider ID
- Press or speak a Security Code
- Press 4 or speak "Mailing" for Mailing Addresses or Handbook Requests
- Press 1 or speak "Mailing" for a list of Idaho's Medicaid mailing addresses

MACS Dialogue	Caller's Action	Health PAS
To hear the address of where to send paper claims, press or speak 1.	Press or speak 1.	The caller has 2 tries for a correct entry and 2 timeouts of 4 seconds.

MACS Dialogue	Caller's Action	Health PAS
		A counter is set for number of retries. On the third try, the caller will be transferred to a Provider Services Representative. System returns address.
To hear the address of ResHab/PCS Prior Authorization, press or speak 2.	Press or speak 2.	System returns address.
To hear the address of Medical or Surgical Prior Authorization, press or speak 3.	Press or speak 3.	System returns address.
To hear the address of Dental Prior Authorization, press or speak 4.	Press or speak 4.	System returns address.
To hear the address of DME Prior Authorization, press or speak 5.	Press or speak 5.	System returns address.
To hear the address of Inpatient or Outpatient Prior Authorization, press or speak 6.	Press or speak 6.	System returns address.
To hear the address of Transportation Prior Authorization, press or speak 7.	Press or speak 7.	System returns address.
To hear the address of all other Prior Authorizations, press or speak 8.	Press or speak 8.	System returns address.
To return to the Main Menu, press # or speak "Main."	Press # or speak "Main."	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep."	Press 0 or speak "Rep."	System transfers caller to Provider Services Representative.
To repeat this information, press * or speak "Repeat."	Press * or speak "Repeat."	System repeats information.

### 4.4.2. Handbook Request

The Handbook is available in PDF format and can be downloaded from Idaho's Medicaid web site. You may also request a handbook CD to be mailed to your address. Numbers must be spoken digit by digit (zero through nine).

The following options must be selected and entered correctly to initiate a Handbook Request:

- Press 3 or speak "Provider" for Provider Services
- Press or speak an NPI or Idaho Medicaid Provider ID
- Press or speak a Security Code
- Press 4 or speak "Mailing" for Mailing Addresses or Handbook Request

MACS Dialogue	Caller's Action	Health PAS
To request a handbook CD to be mailed to your address, press 3 or speak "CD".	Press 3 or speak "CD".	System checks if call is during business hours. Caller is transferred to speak with a Provider Services Representative.
<b>Call is during nonbusiness hours</b>		
Thank you for your request. The handbook CD will be mailed to the address on file within 7 to 10 days.		System sets request for CD.
To return to the Main Menu, press # or speak "Main".	Press # or speak "Main".	System routes caller to "Provider Main Menu."
To speak with a customer service representative, press 0 or speak "Rep".	Press 0 or speak "Rep".	System transfers caller to Provider Services Representative.
To repeat this information, press * or speak "Repeat".	Press * or speak "Repeat".	System repeats information.