

The Georgia Medicaid Inquiry System User's Guide

Featuring the Interactive Voice Response System

Quick Reference Card

What is the Interactive Voice Response System?

The Interactive Voice Response System (IVRS) provides access to eligibility, claim status, service limitation, and check write amount information 24 hours a day seven days a week.

Who uses the IVRS?

Healthcare providers in partnership with the Georgia Department of Community Health use the system to obtain the most current information.

Features

The IVRS provides instant access to the following types of information.

- Member eligibility
 - Faxed response optional
- Service limits
- Claim status
- Prior Authorization
- Payment Information

How to use voice response

- **Using a touch-tone phone, dial: 1.800.766.4456.**
Follow the prompts which will guide you through your inquiry. You may press a desired transaction key ahead of the prompt instead of waiting for the entire message to complete.

- **Enter a number identifying the member for whom you are requesting information.**

You may enter a Medicaid ID number, Social Security number, or the number that appears on the approval letter, followed by the # key.

- **Enter the desired date of service in MMDDCCYY format, and press the # key.**

To use today's date, press the # key.

Special function keys

There are three special function keys on the touch-tone keypad—the pound sign key (#), the asterisk (*) key, and the zero (0) key. The user presses these keys to perform the following special functions.

- **# key**—To indicate that you have finished entering your information, always press #.
- *** key**—To direct the system to repeat its last response, press the asterisk (*) key at most prompts.
- **0 key**—To transfer to a live customer service representative during normal business hours.

Format of the Member ID

The number will be edited to make sure it conforms to the correct format as follows, with anything else being considered invalid:

- **If nine numeric characters —** the system assumes it is a Social Security number.
- **If 12 numeric characters —** the system assumes it is a Member ID.
- **If nine numeric, plus one alpha character —** the system assumes it is a provider ID or a PeachCare for Kids® ID.

Entering information

- **To enter a letter, you must press three keys —** First, press the asterisk (*) key then press the key which has the letter you want. Finally press the 1, 2, or 3 key to indicate the position of the letter on that key.
- **Exceptions —** For the letter Q, press * 1 1, and for the letter Z, press * 1 2.

Characters and their numeric code

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

Provider number 1 1 1 1 1 1 1 **A** would be entered as

1 1 1 1 1 1 1 * **2 1**.

Options for the IVRS

- **Option 1 —** Member eligibility, service limits, and newborn eligibility
- **Option 2 —** Claim status
- **Option 3 —** Payment information
- **Option 4 —** Provider enrollment
- **Option 5 —** Prior authorization
- **Option 6 —** Multi-Factor Authentication (MFA)
- **Option 7 —** Web Portal password reset, Pharmacy Benefits, PeachCare for Kids®, EDI submissions, electronic claim submissions, answers to Frequently Asked Questions (FAQs), or a system overview.