

Provider Update

May 2016

SPECIAL EDITION

Interactive Voice Response System (IVR)

Notification of DIVA to IVR Conversion

(OB/GYN Providers must use downloadable referral form from website)

Why Use IVR?

- ✓ Available 24/7
- ✓ Paperless
- ✓ Back date up to 30 days
- ✓ Referrals are available immediately
- ✓ Simple retrieval
- ✓ No mailing of forms
- ✓ No postage costs
- ✓ Fax confirmation
- ✓ Verify eligibility

***IVR will only recognize the Gateway Member ID number when either verifying eligibility or issuing/retrieving referrals**

As part of our ongoing efforts here at Gateway we have converted our DIVA system into an enhanced provider platform called the Interactive Voice Response System (IVR). The primary goal of this conversion is for streamlined member verification options.

To further reduce our impact on the environment, Gateway has discontinued printing and distributing paper Referral Forms and now requires providers to use IVR – Gateway’s Interactive Voice Response System instead.

Training is available by your Provider Relations Representative. Give it a try by calling 1-800-642-3515.

***Gateway understands that there may be instances when a provider is unable to use IVR. A downloadable version of the PCP and OB/GYN Referral Form is available at www.GatewayHealthPlan.com. Each time a form is downloaded it is given a unique referral number. For claims payment purposes, each referral you issue requires a NEW form to be downloaded and printed. Just print, complete the form and mail it to the address indicated on the form.**



Gateway Health Plan[®] IVR Quick Referral Creation Guide For Medicaid PCPs

INFORMATION TO HAVE ON HAND BEFORE ENTERING REFERRAL

- ✓ Your Gateway Group Provider ID Number
 - ✓ Member ID Number
 - ✓ Group ID for the Specialist/Hospital to which you are referring
- 1) Call 1-800-642-3515
 - 2) PRESS 2 to enter a new referral
 - 3) Enter the member's ID number as it appears on the member's ID card
 - 4) Enter the group provider number of the specialist/hospital to which you are referring the member.
 - 5) Enter your group provider ID number
 - 6) Choose a referral type:
 - PRESS 1 General referral for 3 visits within the next 90 days
 - PRESS 2 Allergy or pain management services for 9 visits within the next 90 days
 - 7) Enter the beginning date for the referral
 - 8) Press 1 to confirm the date
 - 9) PRESS 1 to save referral (wait for the referral ID number)

**Referrals may be back-dated 30 calendar days*

PRESS # 4 to fax a referral by entering your 10 digit fax number.

****IVR does not automatically provide a fax of the referral when it's created. Providers must access the referral verification prompts and request a fax copy of the referral.***

ADDITIONAL OPTIONS

Additional Instructions:

PRESS 1 to repeat the referral number

PRESS 2 To enter a new referral for the same PCP

PRESS 3 To enter a new referral for a different PCP

PRESS 4 To fax a referral (*see options below*)

PRESS # To return to the main menu

PRESS 0 To be connected to a Provider Services Representative



Gateway Health Plan® IVR Quick Referral Retrieval Guide

Information to have on hand before attempting to retrieve a referral:

- * Your Gateway Group Provider ID Number
- * Member ID Number
- 1) Call 1-800-642-3515
- 2) PRESS 3 to retrieve a referral
- 3) Enter the member's Gateway ID number as it appears on the member's ID card.
- 4) PRESS 1 for PCP or 2 for Specialist/Hospital
- 5) Enter your Gateway Group Provider ID Number

(pause) Referral Information

If there is a match, the following information will be provided:

- * PCP ID Number
- * Member ID Number
- * Specialist/Hospital ID Number
- * Referral Case Number
- * Effective Date
- * Expiration Date
- * Number of Visits Approved

****IVR will only recognize the Gateway Member ID number when either verifying eligibility or issuing/retrieving referrals***

Playback Options:

- PRESS 1** To play the referral information again
- PRESS 2** To check for subsequent referrals
- PRESS 3** To check for a referral for a different member
- PRESS 4** To check for a referral using a different provider
- PRESS 5** To fax a list of reviewed referrals (see options below)
- PRESS #** To return to the main menu

If you chose 5:

To fax a referral, enter your fax number and confirm it is correct.

****IVR does not automatically provide a fax of the referral when it's created. Providers must access the referral verification prompts and request a fax copy of the referral***

****As a reminder, no referrals are required for Gateway Medicare AssuredSM services. Gateway Medicare Assured providers will utilize IVR for member eligibility only.***

If you have questions about this Provider Update please contact your Provider Relations Representative directly.