

Appendix L: Checking warrants using the IVR

Check warrants – use keypad only

Dial 1-800-562-3022

Select 1 for English or stay on the line

"If you have an extension, press 1 now."

Select 2 for self-service provider menu

Select 3 for check warrants

Enter NPI when prompted

Enter 1 to search by most recent

Enter 2 to search by a specific date

What will I hear?

The IVR will play only the information specific to the associated provider. The types of information available are:

- Paid date
- Warrant amount (check amount)
- Warrant number (check number)
- RA number

Provider menu choices:

- Authorizations – 1
- Check claims – 2
- Check warrants – 3
- Client eligibility – 4