

## Automated Voice Response System (AVRS)

The North Dakota Medicaid Automated Voice Response System (AVRS) permits enrolled providers to readily access detailed information on a variety of topics using a touch-tone telephone. AVRS options available include:

- Member Inquiry
- Payment Inquiry
- Service Authorization Inquiry
- Claims Status

### **AVRS Access Telephone Numbers (available 24/7)**

**Toll Free: 877-328-7098**

**Local: 701-328-7098**

Providers are granted access to the Automated Voice Response System (AVRS) by entering the new ND MMIS system issued 7-digit provider ND Medicaid Provider ID number. A six-digit PIN number is also required for verification and access to secure information. One PIN number is assigned to each ND Medicaid Provider ID number.

Touch Tone Phone Entry	Function
*	Repeat the options
9 (nine)	Return to main menu
0 (zero)	Transfer to Claims Call Center (M-F 8am – 5pm CT) – or Leave voicemail message (after hours, holidays, and weekends)

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Providers may choose to exit the AVR system at any point to speak with a Claims Customer Service Representative. The Claims Call Center is available during regular business hours from 8am to 5pm Central Time, Monday through Friday, and observes the same holidays as the State of North Dakota. Providers may also elect to leave a voicemail message at any time when the Claims Call Center is not available. Except during heavy call times, provider voice mail messages will be responded to in the order received on the following business day during regular business hours.

AVRS Options	Secondary Selections
Option 1: Member Inquiry	Callers may select any of the following options: <ul style="list-style-type: none"> <li>• Eligibility/Recipient Liability</li> <li>• Primary Care Provider (PCP)</li> <li>• Coordinated Service Program</li> <li>• Third Party Liability (TPL)</li> <li>• Vision</li> <li>• Dental</li> <li>• Service Authorizations</li> </ul>
Option 2: Payment Inquiry	Remittance Advice payment information is available for the specific time frame entered.
Option 3: Service Authorization Inquiry	Service Authorization information is available based upon the Member ID number entered, including: <ul style="list-style-type: none"> <li>• Service Authorization (SA) Number</li> <li>• Date(s) of Service</li> <li>• Authorization Status</li> </ul>
Option 4: Claims Status	Claim information is available based upon the Member ID number entered, including: <ul style="list-style-type: none"> <li>• TCN (Transaction Control Number)</li> <li>• Billed Amount</li> <li>• Claim Submit Date</li> <li>• Date(s) of Service</li> <li>• Claim Status (paid, denied, suspended)</li> <li>• Paid Amount (if applicable)</li> </ul>

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