

# INTERACTIVE VOICE RESPONSE (IVR) SYSTEM

Use any touch-tone phone to  
Verify Member Eligibility

Dial your  
local office or  
800.727.7536

then

Press 1 for  
Member Services

then

Press 2 for  
Member Services

then

Press 1 to check  
member's eligibility

Prior to calling for member  
eligibility verification, please  
have the following  
information ready:

- NPI Number
- Member's Medicaid ID  
Number
- Date for Eligibility Check

## Key Points to Remember:

- If you would like to speak directly with a Member Services Representative, press Option 0 after the member's eligibility status has played.
- To look up another member, press Option 1.
- Member eligibility verification is allowed for up to 10 members per phone call.

If you are a provider, press

2

Enter NPI number

Enter Member Medicaid ID Number

Enter Date in MM/DD/YYYY format

Member eligibility  
information provided

Use any touch-tone phone to  
Check Claims Status...  
Coming Soon!



<http://www.vapremier.com>

P.O. Box 5307 Richmond, VA 23220-0307 (804) 819-5151 (800) 727-7536 FAX: (804) 819-5187

P.O. Box 62347 Virginia Beach, VA 23466 (757) 461-0064 (800) 828-7989 FAX: (757) 459-2230

P.O. Box 1751 Roanoke, VA 24008-1751 (540) 344-8838 (888) 338-4579 FAX: (540) 344-4484

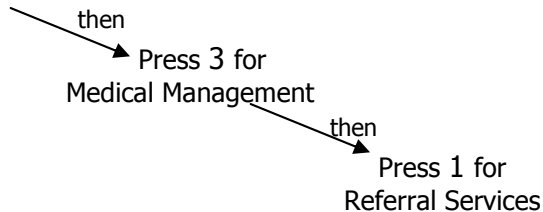
2322 Blue Stone Hills Drive, Suite 220 Harrisonburg, VA 22801 540-432-8770 (800) 595-1630 FAX: (540)432-8783

Revised 7/27/2010

# INTERACTIVE VOICE RESPONSE (IVR) SYSTEM

Use any touch-tone phone to  
Verify Referrals & Authorization  
Information

Dial your  
local office or  
800.727.7536



If you are a provider, press

2

Enter NPI number

Enter Member Medicaid ID Number

Enter Authorization Number

or Enter Date of Service

Authorization information  
provided

## Automated Features

Information regarding:

- Admissions
- Referrals
- Therapies
- Durable Medical Equipment (DME)
- Other Authorization Requests

Information provided:

- Authorization Number
- Authorization Status
- Approved and/or Denied Financial Days
- Actual or Expected Admission Date
- Discharge Date
- Number and Type of Units
- Start and End Dates

Prior to calling for referrals and authorization verification, please have the following information ready:

- NPI Number
- Member's Medicaid ID Number
- Authorization Number *or* Date of Service

### Key Points to Remember:

- If you would like to speak directly with a Referral Coordinator press option 0 after the referral/ authorization status has played.
- To look up another member, press Option 2.
- Authorization verification process is allowed for up to 10 authorizations per call.



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