



# Provider Interactive Voice Response System

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**Advantage Health Solutions, Inc.**

**Effective May 4, 2009**

**Advantage Health Solutions, Inc. is excited to offer Interactive Voice Response to Providers.**

- The Interactive Voice Response system will allow providers the ability to check medical claims and current eligibility status for members and dependents. \*\*\*Only *finalized* claim status information is available for members in the Select and Indiana ProHealth Networks.
- Providers will have the option to select an automated interactive voice response and/or a faxed copy of the interactive voice response.
- The Interactive Voice Response System is accessible by choosing *Option 1* from any of the following Member Services phone lines:
  - Commercial Line:** 800-553-8933
  - Commercial Local:** 317-573-6228
  - SSFHS Line:** 888-238-8430
  - SSFHS Local:** 317-573-2726
  - Health & Hospital:** 800-691-0872
  - Health & Hospital:** 317-573-0290
- When calling the Interactive Voice Response System, please have the following information available:
  1. Your Provider Fax Number
  2. Tax ID Number
  3. Member ID Number
  4. Dependent DOB
  5. Incurred DOS

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*Your Local Health Plan Solution.*