

# Utilization Management Contact Interactive Voice Response System (IVR)



## **Utilization Management Interactive Voice Response System (IVR)**

877-284-0102 (toll free) available every day 5:00am – 12:00am

### **Utilization Contact Information**

The UM IVR resource will provide the following information:

- Utilization Management Contact Information
- Phone Number

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### **To Get Started**

The IVR system is a secure environment, to protect the confidentiality of patient information, the following information is required:

- Member's ID or
- Subscriber's Social Security Number (SSN)

Dial: **877-284-0102**

1. Enter 8 for Utilization Management Contact Information
2. Enter Member's ID or Subscriber's SSN
3. Verify Member's ID or Subscriber's SSN

### **To select another utilization contact:**

1. Enter 2 (at the end of the initial look-up)
2. Repeat steps 2 – 3 above

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### **IVR - Instructions for entering alpha characters in the subscriber's Privacy ID**

Voice: "Please enter the Subscriber's ID number. If the identifier contains an alpha character, press the \* (star) key and then press the corresponding number on the keypad followed by the placement in which the alpha character appears. For example, if the ID is 378C24, enter 3 7 8 \* (star) 2 3 2 4. If the letters "Q" or "Z" do not appear on your keypad, use \* (star) 1 1 for the letter "Q" or \* (star) 1 2 for the letter "Z"."