Colorado Medical Assistance Program Eligibility Response System (CMERS)
Automatic Voice Response System (AVRS) User Instructions

The **Colorado Medical Assistance Program Eligibility Respone System (CMERS)** is an automated voice response system that furnishes providers with:

- Colorado Medical Assistance Program Eligibility
- Provider Warrant Information
- Claim Status Information
- Instructions on Using CMERS

In addition to these services, the new AVRS (effective as of August 5, 2010) also provides:

- Unlimited Eligibility Inquiries – the previous AVRS had a limit of three eligibility inquiries per call.
- Providers are able to check claim status by Provider ID/National Provider Identifier (NPI) with Client ID and Date of Service, or by Transaction Control Number (TCN).
- Providers are offered a guarantee number (audit number) for client eligibility.

To access the **CMERS AVRS** call toll free: **1-800-237-0044**.

For **Eligibility Verification by Faxback** call toll free: **1-800-493-0920**.

You can also visit us online at www.colorado.gov/hcpf to access provider enrollment packets, bulletins, Provider manuals, fee schedules, forms, and the Provider Web Portal.

Web Portal functionality includes: claim submission, claim status inquiries, client eligibility verification, and provider demographic updates.

The Web Portal can be accessed at www.colorado.gov/hcpf at “secured sites”.

To reset your Web Portal password please call 303-866-4473.

To report technical problems with the Web Portal, call CGI toll free at 1-888-538-4275.

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To Verify Client Eligibility

You can verify eligibility two ways:

- Using the **State Client ID** + the Client's Birth Date

  OR –

- Use the **Client's Social Security Number** + the Client's Birth Date

To Verify Client Eligibility Using the <u>State Client ID</u>:

1. **Call the Colorado Medical Assistance Voice Response System toll free at 1-800-237-0044.**

2. **Press 1 to Verify Client Eligibility.**

   This action will route your call to the Provider validation section of the AVRS. The system will ask you to enter your Medicaid or CHP+ Provider Number or your National Provider Identification Number (NPI).

3. **Press 1 to enter your Medicaid or CHP+ Provider Number.**
   OR –
   Press 2 to enter your National Provider Identification Number (NPI).

4. **Enter the applicable ID (Medicaid or CHP+ Provider Number or NPI).**
   Provider Numbers are 8-digits and NPI numbers are 10-digits.

   If the Provider Number or NPI you entered is an invalid length, the system will ask you to check the ID and reenter it (repeat step 4).

   If the Provider Number or NPI is a valid length, the system will read back the digits you entered and ask you to confirm that they are correct.

5. **Press 1 if the Provider Number or NPI is correct.**
   OR –
   Press 2 if the Provider Number or NPI is incorrect (repeat step 4).

   If the Provider Number you entered is invalid or inactive and the provider cannot be found, the system will ask you to:

   Press 1 to reenter the Provider Number or NPI (repeat step 4).
   OR –
   Press 0 to speak to a Provider Services Agent.

To Verify Client Eligibility Using the State Client ID:

If the Provider Number or NPI you entered is valid and active, the system will route your call to the Eligibility Verification section of the AVRS.

6. **Press 1 for Eligibility by the State Client ID**

   When entering the Client ID you will need to enter the client's 7-digit Client ID, beginning with the letter portion of the ID. You will need to press the number key on your phone pad that corresponds to the letter of the Client ID. For example, for the letter B press the number 2 key.

7. **Press the number key corresponding to the letter of the Client ID.**

   The system will ask which of the letters on the number key is the one you want. For example, if you pressed the number 2 the system will ask, "If your letter is A, press 1. If your letter is B, press 2. If your letter is C, press 3."

8. **Press the appropriate selection for the letter of the Client ID.**

   The system will read back the selected letter and ask you to confirm that it is correct.

9. **Press 1 if the letter is correct.**
   OR –
   Press 2 if the letter is incorrect. This option will take you back to step 7.

10. **Enter the remaining six digits of the Client ID.**

    If the Client ID you entered is an invalid length, the system will ask you to check the ID and reenter it (go back to step 7).

    If the Client ID is a valid length, the system will read back the digits you entered and ask you to confirm that they are correct.

11. **Press 1 if the digits are correct.**
    OR –
    Press 2 if the digits are incorrect. This option will take you back to step 10.

12. **Enter the Client's birth date** using the two-digit month, two-digit day and four-digit year (MMDDYYYY) format.

To Verify Client Eligibility Using the State Client ID:

13. **Enter the Date of Service** using the two-digit month, two-digit day and four-digit year (MMDDYYYY) format. Press the * (star) key to enter today's date. Future dates are not valid. The date of service must be within the last 365 days.

    If the client is located in the system using the information you entered, the system will provide eligibility status.

    Press 1 to repeat the eligibility message.
    OR –
    Press 2 to hear the audit number (guarantee number) for the client's eligibility.
    OR –
    Press 3 to continue.

    - If the Date of Service entered is a future date: the system will ask you to reenter the date (see step 13).
    - If the Date of Service entered is an invalid date: Press 1 to enter another date, or Press 0 to speak to a Provider Services agent.
    - If the Client ID or Social Security Number cannot to be accessed by the automated system, you will be transferred to a Provider Services agent.
    - If the Social Security Number entered is invalid: Press 1 to enter another SSN or ID, or Press 0 to speak to a Provider Services agent.
    - If the Client ID entered is invalid: Press 1 to enter another Client ID or SSN or Press 0 to speak to a Provider Services agent.
    - If you entered an invalid NPI: Press 1 to re-enter, or Press 0 to speak to a Provider Services agent.
    - If you entered an invalid Provider Number: Press 1 to re-enter, or Press 0 to speak to a Provider Services agent.
    - If the Provider Number entered is not currently active: Press 1 to enter a different Provider Number, or Press 0 to speak to a Provider Services agent.
    - If the combination of SSN + DOB or Client ID + DOB entered do not match our records: Press 1 to reenter, or Press 0 to speak to a Provider Services agent.

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To Verify Client Eligibility Using the <u>Client's Social Security Number</u>:

1. **Call the Colorado Medical Assistance Voice Response System toll free at 1-800-237-0044.**

2. **Press 1 to Verify Client Eligibility.**

   This action will route your call to the Provider validation section of the AVRS. The system will ask you to enter your Medicaid or CHP+ Provider Number or your National Provider Identification Number (NPI).

3. **Press 1 to enter your Medicaid or CHP+ Provider Number.**
   OR –
   Press 2 to enter your National Provider Identification Number (NPI).

4. **Enter the applicable ID (Medicaid or CHP+ Provider Number or NPI).**
   Provider Numbers are 8-digits and NPI numbers are 10-digits.

   If the Provider Number or NPI you entered is an invalid length, the system will ask you to check the ID and reenter it (repeat step 4).

   If the Provider Number or NPI is a valid length, the system will read back the digits you entered and ask you to confirm that they are correct.

5. **Press 1 if the Provider Number or NPI is correct.**
   OR –
   Press 2 if the Provider Number or NPI is incorrect (repeat step 4).

   If the Provider Number you entered is invalid or inactive and the provider cannot be found, the system will ask you to:

   > **Press 1 to reenter the Provider Number or NPI** (repeat step 4).
   > ***OR –***
   > **Press 0 to speak to a Provider Services Agent.**

   If the Provider Number or NPI you entered is valid and active, the system will route your call to the Eligibility Verification section of the AVRS.

6. **Press 2 for Eligibility by Social Security Number.**

7. **Enter the client's Social Security Number.**
   Social Security Number must be a 9-digit number.

   If the Social Security Number you entered is an invalid length, the system will ask you to check the number and reenter it (repeat step 4).

   If the Social Security Number you entered is valid, the system will read back the number you entered and ask you to confirm that it is correct.

To Verify Client Eligibility Using the Client's Social Security Number:

8. **Press 1 if the number is correct.**
   OR –
   Press 2 if the number is incorrect. This option will take you back to step 4.

9. **Enter the Client's birth date** using the two-digit month, two-digit day, and four-digit year (MMDDYYYY) format.

10. **Enter the Date of Service** using the two-digit month, two-digit day, and four-digit year (MMDDYYYY) format. Press the * (star) key to enter today's date. Future dates are not valid. The date of service must be within the last 365 days.

    If the client is located in the system using the information you entered, the system will provide eligibility status.

    Press 1 to repeat the eligibility message.
    OR –
    Press 2 to hear the audit number (guarantee number) for the client's eligibility.
    OR –
    Press 3 to continue.

    - If the Date of Service entered is a future date: the system will ask you to reenter the date (see step 13).
    - If the Date of Service entered is an invalid date: Press 1 to enter another date, or Press 0 to speak to a Provider Services agent.
    - If the Client ID or Social Security Number cannot to be accessed by the automated system, you will be transferred to a Provider Services agent.
    - If the Social Security Number entered is invalid: Press 1 to enter another SSN or ID, or Press 0 to speak to a Provider Services agent.
    - If the Client ID entered is invalid: Press 1 to enter another Client ID or SSN or Press 0 to speak to a Provider Services agent.
    - If you entered an invalid NPI: Press 1 to re-enter, or Press 0 to speak to a Provider Services agent.
    - If you entered an invalid Provider Number: Press 1 to re-enter, or Press 0 to speak to a Provider Services agent.
    - If the Provider Number entered is not currently active: Press 1 to enter a different Provider Number, or Press 0 to speak to a Provider Services agent.
    - If the combination of SSN + DOB or Client ID + DOB entered do not match our records: Press 1 to reenter, or Press 0 to speak to a Provider Services agent.

For Claim Status

You can check claim status two ways:

- By TCN

  OR –

- By Client ID

To Check Claim Status by <u>TCN</u>:

1. **Call the Colorado Medical Assistance Voice Response System toll free at 1-800-237-0044.**

2. **Press 2 for Claim Status.**

   This action will route your call to the Provider validation section of the AVRS. The system will ask you to enter your Medicaid or CHP+ Provider Number or your National Provider Identification Number (NPI).

3. **Press 1 to enter your Medicaid or CHP+ Provider Number.**
   OR –
   Press 2 to enter your National Provider Identification Number (NPI).

4. **Enter the applicable ID (Medicaid or CHP+ Provider Number or NPI).**
   Provider Numbers are 8-digits and NPI numbers are 10-digits.

   If the Provider Number or NPI you entered is an invalid length, the system will ask you to check the ID and reenter it (repeat step 4).

   If the Provider Number or NPI is a valid length, the system will read back the digits you entered and ask you to confirm that they are correct.

5. **Press 1 if the Provider Number or NPI is correct.**
   OR –
   Press 2 if the Provider Number or NPI is incorrect (repeat step 4).

   If the Provider Number you entered is invalid or inactive and the provider cannot be found, the system will ask you to:

   > **Press 1 to reenter the Provider Number or NPI** (repeat step 4).
   > ***OR –***
   > **Press 0 to speak to a Provider Services Agent.**

To Check Claim Status by TCN:

If the Provider Number or NPI you entered is valid and active, the system will route your call to the Claim Status section of the AVRS.

6. **Press 1 for claim status by TCN.**

7. **Enter the TCN for the claim.**
   The TCN is a 17-digit number.

   If the TCN you entered is an invalid length, the system will ask you to check the number and reenter it (repeat step 4).

   If the TCN you entered is valid, the system will read back the number you entered and ask you to confirm that it is correct.

8. **Press 1 if the number is correct.**
   OR –
   Press 2 if the number is incorrect. This option will take you back to step 4.

   The system will play the claim information for the TCN entered.

9. **Press 1 to repeat the claim information.**

   Press 2 to hear the audit number for the claim.

   Press 3 to enter another date of service.

   Press 4 to enter another TCN.

   Press 5 to enter another Provider number.

   Press 9 for the Main Menu.

   Press 0 to speak with a Provider Services agent.

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To Check Claim Status by Client ID:

1. **Call the Colorado Medical Assistance Voice Response System toll free at 1-800-237-0044.**

2. **Press 2 for Claim Status.**

   This action will route your call to the Provider validation section of the AVRS. The system will ask you to enter your Medicaid or CHP+ Provider Number or your National Provider Identification Number (NPI).

3. **Press 1 to enter your Medicaid or CHP+ Provider Number.**
   OR –
   Press 2 to enter your National Provider Identification Number (NPI).

4. **Enter the applicable ID (Medicaid or CHP+ Provider Number or (NPI).**

   If the Provider Number or NPI you entered is an invalid length, the system will ask you to check the ID and reenter it (repeat step 4). Provider Numbers are 8-digits and NPI numbers are 10-digits.

   If the Provider Number or NPI is a valid length, the system will read back the digits you entered and ask you to confirm that they are correct.

5. **Press 1 if the Provider Number or NPI is correct.**
   OR –
   Press 2 if the Provider Number or NPI is incorrect (repeat step 4).

   If the Provider Number you entered is invalid or inactive and the provider cannot be found, the system will ask you to:

   > **Press 1 to reenter the Provider Number or NPI** (repeat step 4).
   > ***OR –***
   > **Press 0 to speak to a Provider Services Agent.**

   If the Provider Number or NPI you entered is valid and active, the system will route your call to the Claim Status section of the AVRS.

6. **Press 2 for Claim Status by Client ID.**

   When entering the Client ID you will need to enter the client's 7-digit Client ID, beginning with the letter portion of the ID. You will need to press the number key on your phone pad that corresponds to the letter of the Client ID. For example, for the letter B press the number 2 key.

To Check Claim Status by Client ID:

7. **Press the number key corresponding to the letter of the Client ID**

   The system will ask which of the letters on the number key is the one you want. For example, if you pressed the number 2 the system will ask, "If your letter is A, press 1. If your letter is B, press 2. If your letter is C, press 3."

8. **Press the appropriate selection for the letter of the Client ID**

   The system will read back the selected letter and ask you to confirm that it is correct.

9. **Press 1 if the letter is correct.**
   OR –
   Press 2 if the letter is incorrect. This option will take you back to step 7.

10. **Enter the remaining six digits of the Client ID.**

    If the Client ID you entered is an invalid length, the system will ask you to check the ID and reenter it (repeat step 10).

    If the Client ID is a valid length, the system will read back the digits you entered and ask you to confirm that they are correct.

11. **Press 1 if the digits are correct.**
    OR –
    Press 2 if the digits are incorrect. This option will take you back to step 10.

12. **Enter the Beginning Date of Service** using two-digit month, two-digit day, and four-digit year (MMDDYYYY). Press the * (star) key to enter today's date.

13. **Press 1 if your End Date of Service <u>is the same as</u> the Beginning Date of Service**
    OR –
    Press 2 if the End Date of Service <u>is different than</u> the Beginning Date of Service

    If you pressed 1, the system will play the claim information for the Client ID and Date(s) of Service entered.

14. **<u>If you pressed 2</u>: Enter the End Date of Service** using two-digit month, two-digit day, and four-digit year (MMDDYYYY).

To Check Claim Status by Client ID:

The system will play the claim information for the Client ID and Date(s) of Service entered.

If there are less than 15 claims found for the Client ID and Date(s) of Service, the status for each claim will be played back-to-back along with the applicable TCN.

Press 1 to repeat the claim information.

Press 2 to hear the audit number for the claim.

Press 3 to enter another date of service.

Press 4 to enter another TCN.

Press 5 to enter another Provider number.

Press 9 for the Main Menu.

Press 0 to speak with a Provider Services agent.

If there are 15 or more claims found for the Client ID and Date(s) of Service, you will hear the following message: *There are more than 15 claims found for the Client ID and dates of service entered.*

Press 1 to search again using a different End Date of Service.

Press 2 if you know the 17-digit TCN for this claim.

Press 3 if you have entered a group NPI number and we can narrow the search by changing to an individual NPI.

Press 9 for the Main Menu.

Press 0 to speak with a Provider Services agent.

For Warrant Information

You can check warrant information using your Medicaid or CHP+ Provider Number.

For Warrant Information:

1. **Call the Colorado Medical Assistance Voice Response System toll free at 1-800-237-0044.**

2. **Press 3 for Warrant Information.**

   This action will route your call to the Warrant Information section of the AVRS.

3. **Press 1 to enter your Medicaid or CHP+ Provider Number.**

4. **Enter your Medicaid or CHP+ Provider Number.**
   Provider Numbers are 8-digits.

   If the Provider Number you entered is an invalid length, the system will ask you to check the ID and reenter it (repeat step 3).

   If the Provider Number is a valid length, the system will read back the digits you entered and ask you to confirm that they are correct.

5. **Press 1 if the Provider ID is correct**
   OR –
   Press 2 if the Provider ID is incorrect (repeat step 4).

   If the Provider Number you entered is invalid or inactive and the provider cannot be found, the system will ask you to:

   > **Press 1 to enter a different Provider Number** (repeat step 4).
   > ***OR –***
   > **Press 0 to speak to a Provider Services Agent.**

   If the Provider Number you entered is valid and active, the system will play the current warrant information.

<u>If payment (warrant) information is found for the Provider ID</u>, the system will play the latest payment amount as follows: *The latest payment amount of <WARRANT AMOUNT> with warrant number <LAST WARRANT NUMBER> was issued on <WARRANT DATE>. The audit number for this transaction is <AUDIT NBR>.*

After the warrant information plays, you have several options:

Press 1 to repeat the message
OR –
Press 2 to enter a different Provider Number.
OR –
Press 9 to return to the Main Menu.
OR –
Press 0 to speak to a Provider Services agent.

<u>If no payment (warrant) information is found for the Provider ID</u>, the system will play the following message: *There is no payment information for this Provider Number <PROV NUM>.*

After the message, you have several options:

Press 1 to enter a different Provider Number.
OR –
Press 9 to return to the Main Menu.
OR –
Press 0 to speak to a Provider Services agent.

Prior Authorization Information

1. **Call the Colorado Medical Assistance Voice Response System toll free at 1-800-237-0044.**

2. **Press 4 for "All Other Questions".**

3. **Press 1 for Prior Authorization information.**

4. **Press 1 to enter your Medicaid or CHP+ Provider Number.**
   OR –
   Press 2 to enter your National Provider Identification Number (NPI).

5. **Enter the applicable ID (Medicaid or CHP+ Provider Number or NPI).**
   Provider Numbers are 8-digits and NPI numbers are 10-digits.

   If the Provider Number or NPI you entered is an invalid length, the system will ask you to check the ID and reenter it (repeat step 4).

   If the Provider Number or NPI is a valid length, the system will read back the digits you entered and ask you to confirm that they are correct.

6. **Press 1 if the Provider Number or NPI is correct.**
   OR –
   Press 2 if the Provider Number or NPI is incorrect (repeat step 4).

   If the Provider Number you entered is invalid or inactive and the provider cannot be found, the system will ask you to:

   > **Press 1 to reenter the Provider Number or NPI** (repeat step 4).
   > ***OR –***
   > **Press 0 to speak to a Provider Services Agent.**

   If the Provider Number or NPI you entered is valid and active, the system will route your call to a Provider Services call center agent who specializes in Prior Authorization information.

EDI Services
Report Retrieval
Batch Issues
Verify a Training Partner (TP) ID

1. **Call the Colorado Medical Assistance Voice Response System toll free at 1-800-237-0044.**

2. **Press 4 for "All Other Questions".**

3. **Press 2 for EDI Services, Report Retrieval, Batch Issues, or to Verify a TP ID.**

4. **Press 1 to enter your Medicaid or CHP+ Provider Number.**
   OR –
   Press 2 to enter your National Provider Identification Number (NPI).

5. **Enter the applicable ID (Medicaid or CHP+ Provider Number or NPI).**
   Provider Numbers are 8-digits and NPI numbers are 10-digits.

   If the Provider Number or NPI you entered is an invalid length, the system will ask you to check the ID and reenter it (repeat step 4).

   If the Provider Number or NPI is a valid length, the system will read back the digits you entered and ask you to confirm that they are correct.

6. **Press 1 if the Provider Number or NPI is correct.**
   OR –
   Press 2 if the Provider Number or NPI is incorrect (repeat step 4).

   If the Provider Number you entered is invalid or inactive and the provider cannot be found, the system will ask you to:

   > **Press 1 to reenter the Provider Number or NPI** (repeat step 4).
   > ***OR –***
   > **Press 0 to speak to a Provider Services Agent.**

   If the Provider Number or NPI you entered is valid and active, the system will route your call to a Provider Services call center agent who specializes in EDI information.

Billing Questions or Program Benefits

1. **Call the Colorado Medical Assistance Voice Response System toll free at 1-800-237-0044.**

2. **Press 4 for "All Other Questions".**

3. **Press 3 for Billing Questions or Program Benefits.**

4. **Press 1 to enter your Medicaid or CHP+ Provider Number.**
   OR –
   Press 2 to enter your National Provider Identification Number (NPI).

5. **Enter the applicable ID (Medicaid or CHP+ Provider Number or NPI).**
   Provider Numbers are 8-digits and NPI numbers are 10-digits.

   If the Provider Number or NPI you entered is an invalid length, the system will ask you to check the ID and reenter it (repeat step 4).

   If the Provider Number or NPI is a valid length, the system will read back the digits you entered and ask you to confirm that they are correct.

6. **Press 1 if the Provider Number or NPI is correct.**
   OR –
   Press 2 if the Provider Number or NPI is incorrect (repeat step 4).

   If the Provider Number you entered is invalid or inactive and the provider cannot be found, the system will ask you to:

   > **Press 1 to reenter the Provider Number or NPI** (repeat step 4).
   > ***OR –***
   > **Press 0 to speak to a Provider Services Agent.**

   If the Provider Number or NPI you entered is valid and active, the system will route your call to a Provider Services call center agent who specializes in billing and program benefits.

Billing Workshop Reservations

1. **Call the Colorado Medical Assistance Voice Response System toll free at 1-800-237-0044.**

2. **Press 4 for "All Other Questions".**

3. **Press 5 for Billing Workshop Reservations.**

This action will route your call to the Billing Workshop message center. You will need the Billing Workshop section of the most recent Provider Bulletin to make a reservation.

You will be asked to leave the following information in a voicemail to make a reservation: date, location, time, and name of the workshop you are registering for. You will need the names of all attendees you are registering and your Provider Number (if you are registering attendees with different Provider Numbers you only need to leave one number on the message). Include your address and phone number. You will be contacted within 10 days by mail or phone with a registration confirmation. Please speak clearly.

If you are unable to attend the workshop for which you made your reservation please follow steps 1-3 above and leave a message with your name and the names of the other attendees who are canceling along with your Provider Number.