

AccessNow

Utah Medicaid Telephone Eligibility Information

Division of Health Care Financing

August 2008

Medicaid client eligibility information is available through the *AccessNow* information line.

You need only:

- ▶ A touch tone telephone.
- ▶ Your NPI, or 12-digit Medicaid Provider Number for Atypical providers.
- ▶ Client's 10-digit Medicaid I.D. number, OR Client's Social Security Number and date of birth.
- ▶ Date of Service (MMDDYY)

Advantages of *AccessNow*:

- ✧ *AccessNow* is available 7 days a week
Monday - Saturday: 6:00 a.m. to Midnight
Sunday: Noon to Midnight
- ✧ Toll free telephone numbers:

538-6155 in the Salt Lake City area.

1-801-538-6155 for other states not listed below.

1-800-662-9651 for the rest of Utah and surrounding states of Idaho, Wyoming, Colorado, New Mexico, Arizona, and Nevada.
- ✧ Callers may obtain the Medicaid I.D. number if they have the correct Social Security number and date of birth of the client.
- ✧ Callers may make any number of inquiries per call.

AccessNow gives the following information:

- ✓ Client Eligibility
- ✓ Program (Medicaid, QMB, Emergency Service, and "Baby Your Baby")
- ✓ Health Plan Enrollment and Health Plan phone numbers
- ✓ Primary Care Physician
- ✓ Restricted Program
- ✓ Other Insurance (Including Medicare)

Health Care Financing administers 5 basic benefit programs. Providers should be familiar with limitations and scope of coverage of each program.

Calling *AccessNow*

- ▶ Dial the Medicaid information line:
538-6155 or **1-800-662-9651**
- ▶ To select *AccessNow*, press "1" at the first menu.
- ▶ Press "1" to access client eligibility information.
- ▶ Enter your NPI or for atypical providers, enter your 12-digit Medicaid Provider Number, followed by a # sign AND either:
 - the client's 10-digit Medicaid Identification Number, or
 - 9-digit Social Security Number and date of birth.**NOTE:** For *Baby Your Baby Program* clients, use the 9-digit number plus the 'star' key *.
Example: Baby Your Baby, enter 123456789 *.
- ▶ Enter the date of service as six digits (MMDDYY) or press the 'star key' * to default to the current date.

AccessNow will provide you with one of the following messages:

- ✓ Client eligibility
- ✓ No record found with that I.D.
- ✓ Invalid date of birth (if using a Social Security Number)
- ✓ Invalid date of service



Utah Medicaid *AccessNow* Telephone Eligibility

1-801-538-6155 or **1-800-662-9651**

Available Monday through Saturday, 6:00 a.m. to midnight; Sunday, noon to midnight

- 1** To Listen To Information
- 2** To Skip Information
- 3** To Transfer To The Customer Service Unit
- 5** For Scope Of Benefits Explanation
- 8** To Enter The Next Client I.D.
- 9** To End The Call
- #** To Replay Information

Your NPI or Provider Number _____
Note: You must use your NPI. For atypical providers, you may continue using your 12-digit provider number.

Medicaid FAX Numbers

Document Control: (801) 536-0476

Paper claim submission (live claims), Medicaid Information Bulletin (MIB) and provider manual requests, Remittance Advice (RA), transportation documentation

Customer Service: (801) 536-0481

Claim corrections, manual pricing documentation including invoices

Customer Service: (801) 536-0463

Manual review

Customer Service: (801) 237-0745

Sterilization consent

Pharmacy: (801) 536-0464

Pharmacy claim corrections

Provider Enrollment: (801) 536-0471

Provider enrollment applications, EFT, provider information updates including change of address, etc.

Operations and Technical Support: (801) 536-0498

EDI transmissions

Hospital: (801) 536-0974

Claim corrections, miscellaneous information

Nursing Home/Long Term Care: (801) 536-0474

Claim corrections

Emergency Only Program: (801) 536-0475

Medical documentation

Filing Deadline Issues: (801) 536-0164

Affidavit and documentation

Medicaid Prior Authorization requests: (801) 538-6382

Other Medicaid Issues: (801) 538-6805

General number when a specific work team is not known. If FAX is intended for specific individual, please put that person's name on the cover sheet. This will help ensure the fastest service possible.

Agency Conference and/or Formal Hearing: (801) 538-6478

TPL Documentation, EOBs: (801) 536-8513

(Office of Recovery Services)