

Overview of the Humana IVR Authorization System

In an effort to provide you with an efficient method of admission notification and PPO/self-funded precertification, Humana has developed an Integrated Voice Response (IVR) system that simplifies these processes for you and your staff. The IVR phone number is 1-800-523-0023.

Similar to the Humana IVR Status line, this new system allows you to enter a minimal amount of information using the telephone keypad. The end result, in many cases, will be an authorization. In some instances, you will be informed that the case requires further review.

We think you will enjoy the ease and freedom of the IVR.

Benefits

- security of an all numeric exchange of information
- less time spent on the phone
- limited amount of information to be entered
- consistency of an automated process
- continuous 24/7 access
- multiple cases can be completed in one call without reentering facility information and call-back numbers.

Tips

1. For mental health and substance abuse cases, please call the mental health provider number on the member's card. The mental health provider is responsible for authorizing these cases.
2. Authorization requests in which the member has been discharged prior to the initial notification should be submitted directly to claims
3. Preparing the appropriate information prior to the call will facilitate the process:
 - Member's nine (9) or eleven (11) digit ID code. The eleven (11) digit code includes the two-digit dependent code from the member's card. Having the eleven-digit code available may minimize processing time.
 - Hospital or facility nine-digit federal tax ID
 - CPT-4 five-digit code (a list of commonly used codes is included)
 - ICD-9 three-, four- or five-digit code

Instructions for Calling

1. **Starting your call** – Dial 1-800-523-0023 for the automated IVR system. You may be placed on hold for a few seconds.
2. **Member's ID** – At the first prompt, enter the nine (9) or eleven (11) digit code, including the two-digit code from the member's card. This will help determine the specific family member apart from the subscriber.
3. **Date of service** is entered in the format "mm/dd/yyyy". For example: January 5, 2001 would be entered as "01052001".
4. At the next prompt, you will be asked to **press "1" for Inpatient/Observation or press "2" for Outpatient**. (If you pressed "1", the following bullets will deal with the Inpatient/Observation route only. See item #4 below for the Outpatient route.)
 - If you chose the Inpatient/Observation route, you will now be prompted for the **"Bed Type"**. This prompt will ask you to press "1" for 23 Hour Observation, "2" for Acute Inpatient Admission, "3" for Skilled Nursing Admission and "4" for an Acute Rehab Admission.
 - The next prompt is for the **federal tax ID # of the facility**. The facility, of course, could be an acute care hospital, a skilled nursing facility or an acute rehab facility.
 - **Is admission due to a procedure or surgery?** If yes, press "1" and you will then be prompted to supply the five-digit CPT-4 code. If no, press "2" and you will then be asked for an ICD-9 Code for the primary diagnosis. These codes are necessary for the automation process.
5. If you chose the Outpatient route in item #3, you will now be prompted to enter a CPT-4 code for the procedure or surgery being performed. Please call for authorization only on PPO procedures listed as requiring Written or Telephone Prior Authorization in your current provider manuals.
6. Next, you will be asked to enter your **call-back number** with area code, main phone and extension. This should be the number where you want the reviewer to call if the system pends for more information. Additionally, a prompt will ask if you are calling from the attending physician's office. Press "1" if you are or "2" if you are not. This is done to help identify the attending physician.

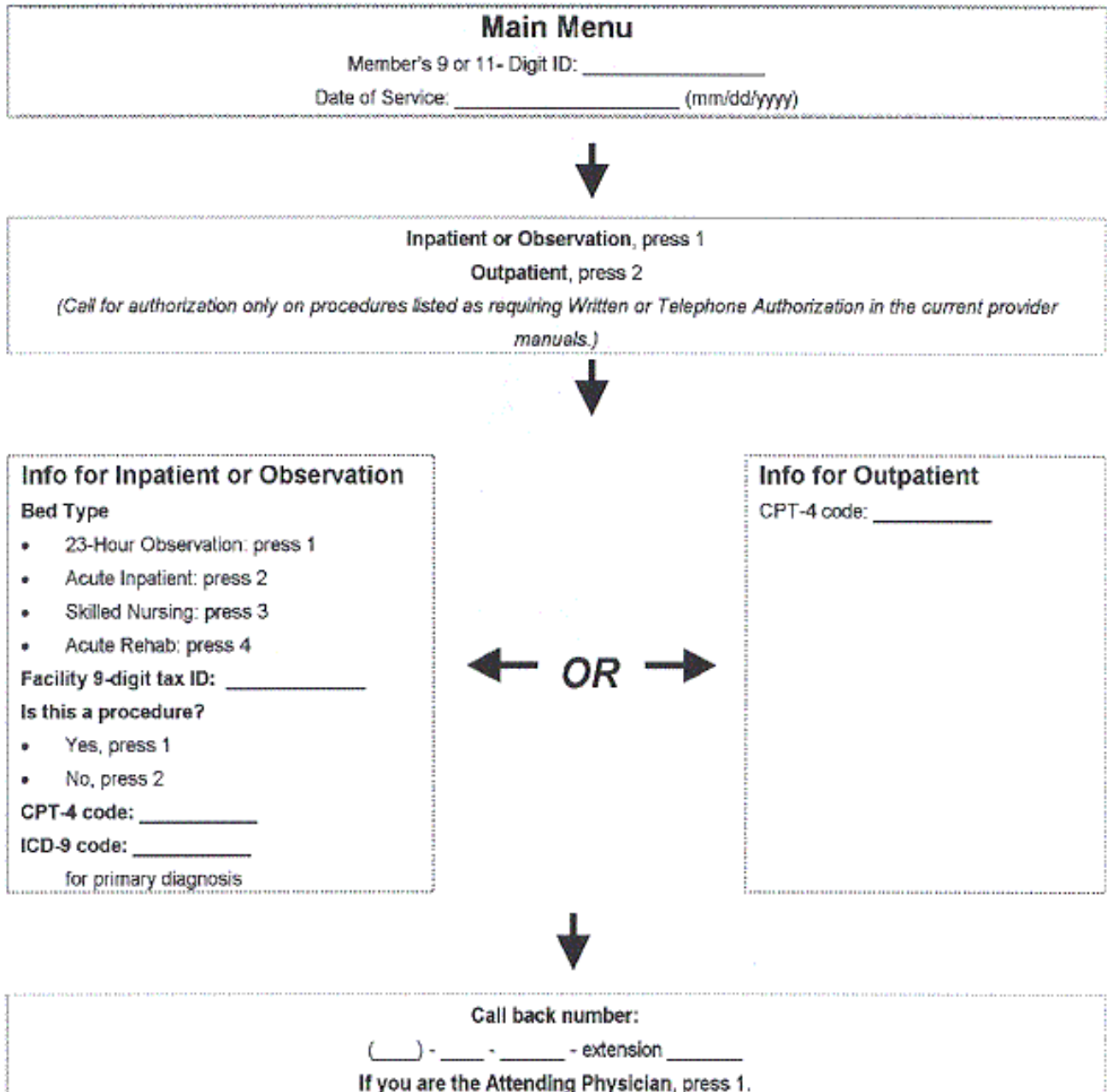
you are not. This is done to help identify the attending physician.

- Now your call is finished except for taking down the **authorization** number when the case is approved immediately. If the case is **pending**, the system will prompt that you will be contacted at the above phone number for additional information.

Humana IVR Facility Training Packet 2

Humana IVR Authorization Line Checklist

Phone 1-800-523-0023



() - - extension

If you are the Attending Physician, press 1.
If you are not the Attending Physician, press 2



Please Hold for the Authorization No.: _____

OR

This case requires further review. You will be contacted at the number above for more information.

IVR Help Hotline 1-866-600-2860

Humana IVR Facility Training Packet 3