

Overview of Member Options
via Electronic Voice Portal

Member calls:
800-444-6222
(or their dedicated customer service phone number)
Say “Member” or Press “1”

(This portal is responsive to BOTH voice and keypad entries. It will recognize affirmative answers by saying “Yes” or “Correct”. It will recognize negative answers by saying “No” or “Incorrect”. If the member would like to bypass using these options and get straight to a representative, they simply say “Representative, or press “0”. They will need to do this twice to be connected directly without the options below being repeated.)

<p>Option for Claims (Say “Claims” or Press “1”)</p> <p>(EVP will state the following options)</p>	<p>Option for Benefits (Say “ Benefits” or Press “2”)</p> <p>(EVP will state the following options)</p>	<p>Option for Referrals (Say “Referrals” or Press “3”)</p> <p>(EVP will state the following options)</p>	<p>Option for Help Me With Something Else (Say “Help Me With Something Else “ or Press “4”)</p> <p>(EVP will state the following options)</p>
<p>Five Most Recent Claims 1. Say “Lookup a Claim” 2. Say “Recent Claims” 3. Enter your Member ID. 4. Enter your Date of Birth You will hear status information for the five most recent claims.</p> <p>Claim Status By Date 1. Say “Lookup a Claim” 2. Say “Search For A Claim” 3. Enter your Member ID. 4. Enter your Date of Birth 5. Enter the date of service in MM/DD/YYYY format You will hear claim information about the member number entered.</p> <p>Claim Form 1. Say “Send Me A Form” 2. Say “Documents” 3. Say “Claim Form” 4. Choose and say option for: “Medical” “Prescription Drug” or “Dental” 5. Enter your Member ID 6. Enter your Date of Birth 7. Confirm Zip Code You will hear confirmation that the form is being sent</p> <p>How To Submit A Claim 1. Say “More Information” You will hear all needed information and necessary forms required for claim submission.</p>	<p>Benefits Summary 1. Say “Benefit Summary” 2. Enter your Member ID 3. Enter your Date of Birth You will hear benefits and eligibility information for the member number you entered.</p> <p>Benefits By Date 1. Say “Lookup By Date” 2. Enter your Member ID 3. Enter your Date of Birth You will hear benefits and eligibility information for the member number you entered.</p> <p>General Coverage Information 1. Say “General Information” 2. Choose option for “Emergency Room” “In Network” or “Out Of Network”. You will hear details of coverage option selected</p>	<p>Referral Status: Five Most Recent Referrals 1. Say “Give Me The Status” 2. Say “Recent Referrals” 3. Enter your Member ID 4. Enter your Date of Birth You will hear information about the five most recent referrals for the member number you entered.</p> <p>Referral Status: Search For A Specific Referral 1. Say “Search For A Referral” 2. Enter your Member ID 3. Enter your Date of Birth 4. “Would you like to search for a referral entered by your primary care physician?”: If YES: 1. Say “Yes” 2. Enter the referral number 3. If number is unknown, say “I don’t know it” 4. Will be transferred to CCP If NO: 1. Say “No” 2. Enter the Oxford Physician ID 3. If number is unknown, say “I don’t know it” 4. Will be transferred to CCP</p> <p>Referral Process 1. Say “Referral Process”</p>	<p>Ordering Documents 1. Say “Order Documents” 2. Choose and say option for: “ID Card” “Claim Form” “Provider Directory” or “Change My Policy” 3. Enter your Member ID 4. Enter your Date of Birth 5. Confirm Zip Code You will hear confirmation of order placement</p> <p>Chiropractic Services 1. Say “Chiropractic Services”</p> <p>Precertification Information 1. Say “Precertification Information”</p> <p>Managed Care Act 1. Say “Managed Care Act”</p>