

Provider Bulletin

**** IVR Enhancements ****

Lovelace Health Plan is continually improving and enhancing the services we offer to our providers and members. These improvements are the result of feedback and input from the provider community and offer greater access to information at your convenience.

Lovelace Health Plan is excited to announce the first phase of the Provider Interactive Voice System (IVR) enhancements has been implemented. Providers can now access the following information for *Commercial and Medicare* members through our IVR:

- Member eligibility
- Verification of PCP selection
- Outpatient Physician benefits
- Outpatient Facility benefits
- Claim status
- Detailed paid claim information
- Denied claim information
- Effective date of current benefit program

Providers can access the IVR for *Commercial and Medicare* members by calling (505) 232-1894 in Albuquerque, or (888) 525-4437 extension 1894 statewide. For *Medicaid* membership, the IVR currently allows Providers to obtain eligibility information, verification of PCP, and claim status information. Providers can access the IVR for *Medicaid* members by calling (505) 232-1878 in Albuquerque, or (877) 480-9371 extension 1878 statewide.

Watch for other 2007 IVR enhancements that will include information on vision coverage and benefits.

We welcome your feedback and input as we continue to identify opportunities to improve the information available to Providers.

