Interactive Voice Response Touch-Tone Instructions

Tips for Sucessful Touch Tone Use

1) You cannot combine speech and touch-tone when providing a single element (e.g., you cannot speak the numbers in an Medicare Beneficiary Identifier (MBI) and then enter the alpha character(s) via touch-tone). However, you can switch between speech and touch-tone throughout the call (e.g., speech for beneficiary name and touch-tone for MBI).
2) There is no need to wait for a prompt to try touch-tone.
3) You are able to press "9" to move to the next topic.

Visit www.NGSMedicare.com for interactive voice response (IVR) telephone numbers and complete touch-tone instructions.

Using The IVR Conversion Tool

Visit www.NGSMedicare.com > Provider Resources > Calculators & Tools > Interactive Voice Response Conversion Tools to easily convert the name, Provider Transaction Access Number (PTAN), Medicare numbers (MBI), etc. to touch tone for easy input into the IVR system.
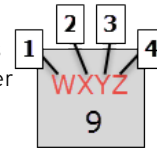
Alpha-Only Touch Tone Entries

When speaking the beneficiary's name the IVR requires First Name, Last Name. However, when using touch-tone, the IVR requires Last Name, First Initial. For names, you only have to press the button on a telephone keypad that corresponds with the letter. Below are some examples:

Beneficiary Name	Converted Name	Touch Tone
John Doe	DOEJ	3 6 3 5
John St. Doe	STDOEJ	7 8 3 6 3 5
John Doe Jr.	DOEJRJ	3 6 3 5 7 5
John L. Doe Smith	DOESMITHJ	3 6 3 7 6 4 8 4 5

Alpha-Numeric Touch Tone Entries

Use this function to enter elements that contain both alpha and numeric characters.

Each button on a telephone keypad has a corresponding set of letters. Each letter is identified as a 1, 2, 3 or 4 to indicate the position on that key.

To enter a letter, you will need to press a combination of buttons on your telephone keypad.

First, press the * key. Then, press the key the letter appears on. Lastly, press the key corresponding to the position of the letter on that key. Below are some examples:

Alpha-Numeric Example	Touch Tone Entry
123456789B	1 2 3 4 5 6 7 8 9 *2 2
1EG4TE5MK72	1* 3 2* 4 1 4* 8 1* 3 2 5* 6 1* 5 2 7 2
Q5W5Z5	*1 1 5* 9 1 5* 1 2 5

Touch Tone Combinations for Letters

Letter	Press	Letter	Press
A	*21	N	*62
B	*22	O	*63
C	*23	P	*71
D	*31	Q	*72
E	*32	R	*73
F	*33	S	*74
G	*41	T	*81
H	*42	U	*82
I	*43	V	*83
J	*51	W	*91
K	*52	X	*92
L	*53	Y	*93
M	*61	Z	*94

Medicare IVR Eligibility Check List

Please remember to have your NPI and PTAN and last five digits of your TIN available.

MBI:_____

Patient's First Name: _____ DOB: _____

Patient Last Name: _____

Part A: Effective:_____ Termed:_____

Part B: Effective:_____ Termed:_____

MSP Type: _____ Name:_____

Effective: _____ Termed: _____

Medicare Advantage (MA) Plan #:_____

Name: _____

Address:_____

Phone: _____

Effective: _____ Termed: _____

Last Billing Date: _____

Hospital Full Days:_____ Coinsurance Days:___

SNF Full Days:_____ Coinsurance Days:___

Lifetime Reserve Days: _____

Part B Deductible: _____

This year: _____ Last year: _____

Physical Therapy Limits:

This year: _____ Last year: _____

Occupational Therapy Limits:

This year: _____ Last year: _____

Home Health Name:_____

Address:_____

Effective: _____ Termed: _____

Hospice Name: _____

Address:_____

Effective: _____ Termed: _____