



Interactive Voice Response (IVR) Overview

(Please reference the IVR section of your Abri Provider Manual for more details.)

What is the IVR system?

- IVR is a telephone-based system that allows the use of a touch tone telephone to access information from a database.

What is the purpose of an IVR system?

- A quick method to get information from any touch tone phone.

What are the Abri IVR functions?

- Verify member eligibility
- Receive Primary Care Provider name
- Receive primary insurance carrier information
- Submit a referral request
- Submit a pre-authorization request
- Check the status on a referral
- Check the status on a pre-authorization
- Confirm the status of a claim

What information is required prior to making the call (depending on function*)?

- Provider's Wisconsin Medicaid ID Number (8 digits)
- Abri Provider assigned IVR access code (5 digit)
- Member's 10 digit Wisconsin interChange ID #
- *Abri Provider assigned number (7 digits-from Abri Provider Directory)

Additional:

- Information is 'real time'
- Press Zero (0) at anytime during the call to speak with a customer service representative.
- Messages and prompts can be skipped by keying in the required information.
- Multiple incoming lines, scaleable based on business requirements and monitored.
- No time limit per call.