

	<b>MEDICAL ASSISTANCE BULLETIN</b> <b>COMMONWEALTH OF PENNSYLVANIA * DEPARTMENT OF PUBLIC WELFARE</b>	
	<b>NUMBER:</b> 99-98-05	<b>ISSUE DATE:</b> July 1, 1998
<b>SUBJECT:</b> Medical Assistance Tele-Response System		<b>BY:</b>   <b>Robert S. Zimmerman, Jr., M.P.H.</b> <b>Deputy Secretary for Medical Assistance Programs</b>

**PURPOSE:**

The purpose of this bulletin is to notify all Medical Assistance (MA) providers that effective July 1, 1998, the Automated Voice Response System (AVRS) operated by EDS will be replaced by the MA Tele-Response System. This is an Office of Medical Assistance Programs (OMAP) operated voice response system.

**SCOPE:**

This bulletin applies to all providers enrolled in the MA program.

**BACKGROUND:**

The current AVRS system has been provided by EDS through the MAMIS contract since the contract went into effect in January of 1993. The AVRS system provided a toll-free telephone number for enrolled providers to call to access a variety of information about MA billing. The system was available 24 hours per day, seven days per week. Providers accessed the requested information by selecting a number from a menu and listening to the response. A review of the current AVRS revealed that much of the information provided by the system is the same as information the Department makes available to providers through other sources of media.

**DISCUSSION:**

The new system is the MA Tele-Response System. This system will provide a menu with an option for the caller to access four pre-recorded messages. OMAP will record the messages and will have the capability to update or change the messages at any time, allowing for new information to be promptly made available to providers, as necessary. The system will be available 24 hours a day, seven days a week, and will have ten incoming lines, allowing ten providers to access the system at the same time.

Providers who need operator assistance should continue to call their appropriate toll-free telephone numbers for a service representative.

**NOTE: The MA Tele-Response System provides voice recorded messages only. The system will not allow callers to access a provider service representative, or leave messages.**

**PROCEDURE:**

Effective July 1, 1998, the MA Tele-Response System can be accessed by calling toll-free **1-877-PVR-NEWS** (1-877-787-6397). The caller will access a menu of options to select various information including: mailing dates of weekly Remittance Advice (RA) statements and checks, how to inquire about non-receipt of checks or RAs, how to request provider enrollment forms, how to report address changes, and other general MA billing information.

Providers are encouraged to use the MA Tele-Response System for general information whenever possible. This will help to

reduce the volume of calls to the operator assisted lines and will help to ensure that providers who require operator assistance to resolve their billing problem can get their calls through the appropriate Inquiry Unit.

**NOTE: The AVRS telephone number (1-800-678-3337) will no longer be in service as of July 1, 1998.**

**COMMENTS AND QUESTIONS REGARDING THIS BULLETIN SHOULD BE DIRECTED TO:**

Call the appropriate toll-free number for your provider type.

Visit the Office of Medical Assistance Programs website at [www.dpw.state.pa.us/omap](http://www.dpw.state.pa.us/omap).