

# Eligibility Verification System

## TOUCH TONE & AUTOMATED VOICE RESPONSE

(800) 767-3949

or (405) 840-0650

Available 20 hours a day

5:00 am to 1:00 am

### Transaction Codes

- 1 — Member Eligibility
- 2 — Provider Warrant
- 3 — Prior Authorization
- 4 — Claims Inquiry
- 5 — Change EVS/AVR PIN

## What is EVS....

The Eligibility Verification System provides a national toll-free telephone number to help providers obtain member eligibility, third party liability (TPL), warrant, prior authorization and claim inquiry information. Providers can also request prior authorization and eligibility fax backs.

There are two ways to use the EVS system. A caller may use the touch-tone system or the automated voice response (AVR)/speech recognition system. A PIN is required to access member eligibility information. The 4-digit PIN expires every six months. Providers may reset their PIN by following the prompts or by calling the Internet Help Desk at 1-800-522-0114, option 2.

## Getting Started

Call the Oklahoma Member Eligibility Verification System (EVS) at the local or toll-free phone number listed above. To access Automated Voice Response (AVR), stay on the line. DO NOT press the pound sign (#). At any time, you may tell the system to repeat the previous response by pressing the asterisk followed by the pound sign (\*#).

## Provider Identification

\*TIP — You must have the SoonerCare Provider ID Number and EVS PIN.

➡ Enter your 9-digit provider number and the location code followed by #. Your alpha character location code must be converted numerically. Use the chart on the right to convert your location code.

➡ Enter your 4-digit EVS PIN followed by #.

➡ Enter a transaction code.

### Alpha Conversion

A = *21	G = *41	M = *61	S = *73	Y = *93
B = *22	H = *42	N = *62	T = *81	Z = *12
C = *23	I = *43	O = *63	U = *82	
D = *31	J = *51	P = *71	V = *83	
E = *32	K = *52	Q = *11	W = *91	
F = *33	L = *53	R = *72	X = *92	

## Forgot Your PIN?

Call the Internet Help Desk at (405) 522-6205 or toll free at (800) 522-0114. To reset your EVS PIN, select option 2 then 1.

For more information, please contact

**OHCA Call Center at:**

(800) 522-0114 or (405) 522-6205



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## TOUCH TONE & AUTOMATED VOICE RESPONSE

(800) 767-3949 or (405) 840-0650  
Available 20 hours a day  
5:00 am to 1:00 am

PIN: \_\_\_\_\_

Prov #: \_\_\_\_\_

### 1 Member Eligibility

\*TIP — You must have the Member SoonerCare ID or the member's Social Security number (SSN) and Date of Birth.

Select one of the following member identification options followed by #:

Member Number — Press 1#

SSN and Date of Birth (DOB) — Press 2#

Member Number — Enter member number followed by #.

SSN and DOB — Enter SSN followed by #. At the prompt, enter the DOB in MM/DD/CCYY format.

Enter the from date of service in MM/DD/CCYY format followed by #, or enter # only for today's date.

Enter the to date of service in MM/DD/CCYY format followed by #, or enter # only if the to date of service is the same as the from date of service.

**Eligibility** — The system informs the caller if the member is eligible for services. It also informs of any service restrictions, including: hospitals, physicians, pharmacies, dentists, transportation services, behavioral health services and Managed Care Plan information.

**Third Party Liability (TPL)** — The system will provide information on up to nine TPL insurance carriers. Information on the insurance carrier, policy number, coverage type and policy holder's name can be accessed. The system will give the caller the member's eligibility verification number. If you would like member eligibility information faxed to you, press 1#. If not, press 2#.

### 2 Provider Warrant

Provider Warrant information is given without additional information being entered. If there are amounts present, the system will give up to three provider warrants in most recent to oldest order. If there is no information, the system will give a response indicating no information being entered.

### 3 Prior Authorization

Select one of the following prior authorization identification:

PA Number — Press 1#

Member Number — Press 2#

PA gives information on finalized, in evaluation, approved and modified PA statuses. Up to 12 PAs are given per inquiry, from oldest to most recent.

If you would like PA information faxed to you, press 1#. If not, press 2#.

### 4 Claim Inquiry

\*TIP — If choosing option 2 (Member Number), you must have the date of service and the total billed amount.

Select one of the following claims identification options:

Internal Control Number (ICN) — Press 1#

Member Number — Press 2#

Claim inquiry information is given in denied, suspense and paid status. If a paid claim has not appeared on a remittance advice, the date information will not be given.

### 5 Change EVS PIN

Change your EVS PIN.

## Forgot Your PIN?

Call the Internet Help Desk at (405) 522-6205 or toll-free at (800) 522-0114.

To reset your EVS PIN, select option 2 then 1.