



# Provider Access Line

## *Interactive Voice Response (IVR)*

### *What is Interactive Voice Response?*

THE PROVIDER ACCESS LINE/INTERACTIVE VOICE RESPONSE (IVR) system gives you and your staff instant access to information through your touchtone telephone. Many routine provider inquiries have been programmed into the Provider Access Line IVR system, and can be accessed without intervention by a CIGNA HealthCare representative. However, you and your staff also have the option of speaking with a CIGNA HealthCare representative during normal business hours.

You can access the Provider Access Line IVR system:

- Monday through Friday, 7:00 a.m. to 11:45 p.m., EST
- Saturday, 7:00 a.m. to 7:45 p.m., EST
- Sunday, 2:00 p.m. to 6:45 p.m., EST

### *What are the benefits of the Provider Access Line (Interactive Voice Response) system?*

Using a single prompt, you can receive benefits, eligibility and coverage effective date (or termination date) information for managed care, indemnity, and PPO members. As an added benefit, you can get eligibility or benefit information on up to ten CIGNA HealthCare members at a time with the option of having the information spoken over the phone or returned via fax. The Provider Access Line IVR system can also provide the caller with detailed claim information, such as:

- whether a claim has been received,
- the amount of the check,
- the date the check was sent,
- the check number,
- to whom the check was paid,
- and the address where the check was sent.

*For more information on IVR, call your CIGNA HealthCare Provider Services Representative.*



CIGNA HealthCare

# *Provider Solutions*

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