

User's Guide

Phoenix Health Plan/Community Connection Eligibility VRS

Version 1.0

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Overview

Phoenix Health Plan/Community Connection (PHP/CC) is an Arizona Medicaid managed care plan.

This transaction allows you to verify a patient's eligibility status for PHP/CC using a touch-tone phone. You can listen to a spoken response describing the patient's eligibility and benefits.

Disclaimer: The following verification response does not constitute a guarantee of payment. Eligibility information is hereby restricted for the sole purpose of offering eligibility verification of health plan members requesting medical services.

Date of Service Restrictions

- Up to one year in the past.
- No future dates.

Special Considerations

If the patient's middle initial is on file with PHP/CC, you must enter the middle initial. Otherwise, the middle initial is optional.

To Enter Letters

Warning! The PHP/CC VRS is programmed to use the number/letter scheme displayed on the North American Classic keypad, which does not display the letters Q and Z. You must enter letters according to this scheme. Do not enter letter codes according to the North American Extended keypad scheme. See Keypad Styles.

To enter a letter, you must enter a two-digit code. The first digit of the code will be the number on the key cap. The second digit of the code will correspond to the position of the letter within those displayed on the key.

For example, to enter the letter **A** you press ***21** because **A** is on the number **2** key and it is the first letter appearing on that key (**ABC**).

Refer to the **Alphabetic Conversion Table**.

Keypad Styles

There are two kinds of telephone keypads commonly in use:

The North American Classic Keypad

This keypad omits the Q and Z from the keypad. The PHP/CC VRS is programmed to interpret letter translations according to this kind of keypad.

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PRS	8 TUV	9 WXY
*	0	#

Fig 1 - North American Classic Keypad

Use these key assignments

The North American Extended Keypad

This keypad (Fig 2) displays a Q on key 7 and a Z on key 9. *Do not* key in letter codes based on this keypad's letter/number assignment. Instead, translate as if you had a North American Classic keypad.

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0	#

Fig. 2 - North American Extended Keypad

Do not use these key assignments

Alphabetic Conversion Table

Use the Alphabetic Conversion Table for keying in letters on the North American Classic Keypad.

To enter:	Press:
A	21
B	22
C	23
D	31
E	32
F	33
G	41
H	42
I	43
J	51
K	52
L	53
M	61

To enter:	Press:
N	62
O	63
P	71
Q	11
R	72
S	73
T	81
U	82
V	83
W	91
X	92
Y	93
Z	12

To enter special characters:	Press:
. (period)	*13
- (hyphen)	*14
' (apostrophe)	*15
space	*16
* (asterisk)	*17
To enter Roman numerals – as in John Smith III – enter a space plus the code for the letter that represents the numeral in with the last name. For example: For Smith III, enter: <i>*73*61*43*81*42 *16*43*43*43.</i> For Smith IV, enter <i>*73*61*43*81*42 *16*43*83.</i> The italicized text shows how to enter the space and Roman numerals.	

Other Usage Tips

1. You must call from a Touch-Tone phone with Touch-Tone dialing enabled.
2. Once you are familiar with the system, you can key ahead in response to a prompt. You need not wait until the prompt has been completely spoken to press a key or enter your response. Press any key to skip a prompt or to go to the next section returned in the response.
3. If you want the VRS to skip to the next input prompt or piece of response information, press <#>.
4. Press **7 to repeat the current prompt.
5. You have two chances to enter valid data in response to a prompt. If you enter invalid data more than twice, your call will be terminated. In this instance, hang up and try your call again.

Request

Step:	VRS prompt:	Your entry:
1	<i>to place the call:</i>	1.800.824.3700 1.800.747.7997 outside of Maricopa County

The VRS welcomes you to the PHP/CC VRS system then speaks a disclaimer message.

2	press the pound key to continue	<#>
3	enter your provider ID	provider ID of inquiring provider <#>.
4	choose search option	Press: 1 for a Phoenix Health Plan/Community Connection member identification number search. <i>Go to step 5.</i> 2 for a name and date of birth search. <i>Go to step 10.</i>

Phoenix Health Plan/Community Connection member identification number search

5	enter the PHP/CC member ID	PHP/CC member ID <#>
6	enter the date of service	date of service, MMDDYY <#>
7	choose the next action	Press: 1 to listen to the information you entered. <i>(Your entries are played back, then step 7 is repeated.)</i> 2 to change the information you entered. <i>Go to step 8.</i> 3 to submit your query.
8	change the PHP/CC member ID	Choose: To change the PHP/CC member ID, press 1, enter the PHP/CC member ID, then press <#>. To not change the PHP/CC member ID, press <#>.

cont.

Step:	VRS prompt:	Your entry:
9	change the date of service	Choose: To change the date of service, press 1, enter the date of service (MMDDCCYY), then press <#>. To not change the date of service, press <#>. <i>Return to step 7.</i>

Name – date of birth search

10	enter the patient's last name	last name <#>
11	enter the patient's first name	first name <#>
12	enter the patient's middle initial	Do one of the following: middle initial <#> <#> to skip entry of the middle initial. <i>You must enter the middle initial if it has been entered in the patient's PHP/CC file. Otherwise, entry is optional.</i>
13	enter the patient's birth date	date of birth, MMDDCCYY <#>
14	enter the date of service	date of service, MMDDYY <#>

Name – date of birth search

15	enter the patient's last name	last name <#>
16	enter the patient's first name	first name <#>
17	enter the patient's middle initial	Do one of the following: middle initial <#> <#> to skip entry of the middle initial. <i>You must enter the middle initial if it has been entered in the patient's PHP/CC file. Otherwise, entry is optional.</i>
18	enter the patient's birth date	date of birth, MMDDCCYY <#>
19	enter the date of service	date of service, MMDDYY <#>

cont.

Step:	VRS prompt:	Your entry:
20	choose the next action	Press: 1 to listen to the information you entered. <i>(Your entries are played back, then step 15 is repeated.)</i> 2 to change the information you entered. <i>Go to step 16.</i> 3 to submit your query.
21	change the patient's last name	Choose: To change the last name, press 1, enter the last name, then press <#>. To not change the last name, press <#>.
22	change the patient's first name	Choose: To change the first name, press 1, enter the first name, then press <#>. To not change the first name, press <#>.
23	change the patient's middle initial	Choose: To change or add the middle initial, press 1, enter the middle initial, then press <#>. To not change the middle initial, press <#>. <i>You must enter the middle initial if it has been entered in the patient's PHP/CC file. Otherwise, entry is optional.</i>
24	change the patient's birth date	Choose: To change the birth date, press 1, enter the date of birth (MMDDCCYY), then press <#>. To not change the birth date, press <#>.

cont.

Step:	VRS prompt:	Your entry:
25	change the date of service	Choose: To change the date of service, press 1, enter the date of service (MMDDCCYY), then press <#>. To not change the date of service, press <#>. <i>Return to step 15.</i>

Spoken Response

The spoken response occurs after you have chosen to submit your query. You can hang up at any point during the spoken response if you have heard the information you need.

Press:

- 1 to repeat the portion of the response that was just read.
- 2 to continue with the reading of the response, or if the entire response has been read, to repeat it.
- 3 to go back to the search options menu.

About Your Responses

All of the items described in the following response explanation may not be returned for every response. Payers typically return only the information that is applicable to your query.

If the payer does not return a particular piece or section of information in a specific response, the VRS will not speak the section or field headings for that information.

Eligibility Information

The Eligibility Information includes:

- The patient's Phoenix Health Plan/Community Connection member identification number.
- The dates that the patient's plan eligibility began and ended.
- The patient's date of birth.
- The patient's Medicare coverage:
 - A = Patient has Medicare Part A coverage.
 - B = Patient has Medicare Part B coverage.
 - A&B = Patient has Medicare Parts A and B coverage.

Benefit Information

The Benefit Information includes:

- The name of the patient's primary care provider (PCP).
- The PCP's telephone number.
- The patient's co-payment rate code.
- The patient's co-payment amount for physician office visits.

Member Name and Gender Information

The Member Name and Gender Information includes:

- The patient's first and last names and middle initial.
- The patient's gender.

Error Messages

Transaction-related error messages begin with CL, HT, or RH, followed by a number and a line or so of text. Most messages are self-explanatory.

The following message is of particular importance:

HT0588 – Member Not Eligible For Date Of Service Entered:

The member was not eligible for coverage on the requested date of service.

For a comprehensive description of all error messages, see the document **Dictionary of Transaction Error Messages**, available from http://www.emdeon.com/Physicians/physicians_support.php.

**Phoenix Health Plan/Community Connection
Member Services**

1.800.824.3700

1.808.747.7997 (outside of Maricopa County only)