

# NAVIGATING THE WEA TRUST PROVIDER IVR

Provider calls the IVR at [800.279.4090](tel:800.279.4090)  
 IVR prompts user to select one of four **OPTIONS**, and then provide the following:

- Provider NPI or TIN
- Member ID
- Member DOB

Additional information is required if select **Option #3**:

*Enter the Date(s) of Service*

Additional information is required if select **Option #4**:

*Member ID, NPI and Date of Birth*

## OPTIONS

### 1. ELIGIBILITY

- Effective Date
- Termination Date
- Other Health Insurance
- Network Name

- 
- All above information is read back to caller
  - Receive info through FAX
  - Caller Options at end of call
  - Return to menu to enter new member info
  - End call

### 2. BENEFITS

- Deductible
- Coinsurance
- Out-of-Pocket Expense
- Copay
- Accumulation
  - Out-of-Network

- 
- All above information is read back to caller
  - Receive info through FAX
  - Caller Options at end of call
  - Return to menu to enter new member info
  - End call

### 3. CLAIMS

Claim# (if not entered by caller):

#### STATUS

- **If Claim is PENDING**

\*Status of Claim

- **If Claim is PAID**

\*Process Date

\*Paid Amount

\*Check Date

\*Deductible

\*Coinsurance

\*Copay

\*Allowed Amount

\*Check Amount

- **If Claim is DENIED**

\*Process Date

\*Denial Date

\*Denial Code

\*Member / Provider

- **Liability**

- 
- All above \*information is read back to caller depending on whether claim is Pending, Paid or Denied

• Receive info through FAX

• Caller Options at end of call

• Return to menu to enter new member info

• End call

### 4. AUTHORIZATIONS

Authorization #

#### STATUS

- **If Service Request is IN REVIEW**

\*Status of Authorization

- **If Service Request is APPROVED**

\*Number of Days/Units

\*Date Range

- **If Service Request is DENIED**

\*Message that Provider will Receive Denial Letter

- **If Service has PARTIAL APPROVAL**

\*Approved

- 
- All above \*information is included in the faxback depending on whether Authorization is In Review, Approved or Denied

• Receive info through FAX

• Caller Options at end of call

• Return to menu to enter new member info

• End call

#### IMPORTANT NOTICE:

*The IVR option to speak with Customer Service will no longer be available beginning **November 11, 2022.***

*At that time, we will no longer have Customer Service available to answer calls.*