

FAQ's

Q. Isn't there an interactive system currently similar to the AVRU?

A. *Yes. The system you are referring to is accessed through the Provider First Line. It allows you to verify a member's eligibility through the automated system. The AVRU is a sub-system within that menu selection.*

Q. Can my nurses or office managers use this system?

A. *Yes. They would just need your provider ID number and the member's ID number to access the information for you.*

Q. What do I need to do if I can't access the information I'm trying to retrieve?

A. *Please contact a Customer Service Representative at 410-424-4490 or 888-819-1043 or contact your Provider Relations Network Manager at 410-424-4400.*

Q. Due to HIPAA guidelines, is this system confidential and safe to use?

A. *Yes, the system is safe and confidential. Only providers and their authorized personnel can access the system with the specified information listed in this brochure.*

Q. If I misplace these instructions, where else can I find this information?

A. *The AVRU information can be located on the Priority Partners website at www.ppmco.org and in the 2006 Priority Partners Provider Directory. This information will also be featured in future provider newsletters for Priority Partners and EHP.*

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*Johns Hopkins HealthCare LLC
is proud to present.....*

AVRU

Automated Voice Response Unit
.....the enhanced version



*For Priority Partners
and
Employer Health Programs*



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What is the AVRU?

The Automated Voice Response Unit, or AVRU, is an Automated Referral/Authorization and Claim review system that allows Johns Hopkins HealthCare network providers the convenience of checking referral and claim information for members via the telephone.

Providers will have two options in terms of receiving *referral/authorization* or *claim* information:

Interactive mode (IM): Providers listen to detailed information on each referral/authorization and determine if they wish to receive fax-back information.

Fax mode (FAX): Providers enter provider and member IDs. The system verifies the information and tells the caller how many referrals/authorizations match the entered data. The system adds the information to a log file which can be faxed (if desired) upon the completion of the call.

Important

In order to access the system, you will need to enter your provider identification number. It can be found on your "Provider Welcome Letter", or in your copy of the Priority Partners or EHP Provider Directories. You must also have your member's identification number available in order to access information in the system.

Please note: When checking claim or referral status through the automated system, you can only inquire up to *15 months back* from the actual date that you make the phone call.

Accessing the AVRU Referral/Authorization Menu

Interactive Mode

Dial 410-424-4490 or 1-888-819-1043

After selecting **Option 2**, you will hear, "You have reached the Johns Hopkins HealthCare Main Menu. To review existing referrals, **Press 3**."

Step 1- If you would like to interactively retrieve referral information, **Press 1**. To receive an automatic fax-back of the last 10 matching referrals, **Press 2**.

Step 2- To enter the PCP number, **Press 1** followed by the pound (#)sign. To enter the Specialist ID number, **Press 2** followed by the pound (#)sign.

Step 3- Select Option 1 to enter the member's ID number. **Select Option 2** to enter the member's Medicaid number.

Step 4- Enter the member's ID number including the asterisk (*) or their Medicaid number.

Step 5 - To search for referrals in the last year, **Press 1**. To enter a date range, **Press 2**. Enter beginning and end date. (*For date range, enter 2 digits for month, day and year 00/00/00*).

Step 6- To have referral information faxed, Press 5. Enter your 10-digit fax number.



Accessing the AVRU Claims Menu

Interactive Mode

Dial 410-424-4490 or 1-888-819-1043

After selecting **Option 2**, you will hear, "You have reached the Johns Hopkins HealthCare Main Menu." To connect to the Status of Claims System, **Press 2**.

Step 1- To use this system in interactive mode and to review individual claims, **Press 1**. To use fax-back mode on multiple claims and to receive a summary fax, **Press 2**.

Step 2 - Enter your JHHC Billing ID number or the Servicing Provider ID number followed by the pound (#) sign.

Step 3 - Select Option 1 to enter the member's ID number **Select Option 2** to enter the member's Medicaid number.

Step 4 - Enter the members identification number including the asterisk (*) or Medicaid number.

Step 5- Enter the beginning date for the claim (*For date range, enter 2 digits for month, day and year 00/00/00*).

Step 6 - To receive a fax back copy of the information entered, **Press 1** and enter your 10-digit fax number. If you don't want to receive a copy, **Press 2**.

**Designed for your convenience !
The new Priority Partners website address is:
www.ppmco.org**