



**CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES**

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Shannon R. Turner, J.D.
Commissioner

TO: All Kentucky Medicaid Providers
FROM: Shannon R. Turner, J.D.
Commissioner
DATE: November 15, 2005
SUBJECT: Kentucky Medicaid Automated Voice Response Systems Update

Beginning November 28, 2005, the way you access information using the Kentucky Medicaid Automated Voice Response Systems (AVRS) changes.

What Remains the Same

- You will continue to use the same telephone numbers:
 - Medicaid AVRS 800-807-1301
 - Third Party Liability Questionnaire 800-807-1459
- You will continue to use the same menu options.

What Changes

- Selection of Options
 - Currently when you call into the AVRS, you enter a * (asterisk) followed by the number of the option that you wish to select (e.g. eligibility verification, claims status inquiry, check write inquiry, etc.). For example, to select eligibility verification, you currently enter *1 (star 1).
 - ⇒ **Starting November 28, you will enter the same number for the option you wish to select, followed by the # (pound sign).** For example, to select eligibility verification, you will enter 1# (1 pound).
 - Currently, when entering alphabetic data you enter a two digit number to represent the alpha character. For example, to select a “K” you currently enter 52.
 - ⇒ **Starting November 28, you will indicate alphabetic data by pressing the asterisk (*) key, followed by the same two digit number which represents the alpha character.** For example, to select a “K” you will enter *52.
- Special AVRS Functions
 - **End of Data Entry** – The pound sign (#) key indicates to the system that you have finished entering data.
 - **Repeat Response** – To repeat the *last response*, you will press the asterisk key followed by the pound sign key (*#). To repeat the *last prompt*, you will press the asterisk key twice, followed by the pound sign key (**#).
 - **Return to Main Menu** – To *cancel a transaction* at any prompt and return to the main menu, you will enter *99#.
 - **Opt Out** – To reach a customer service representative, you will press 0#.
 - **Disconnect at any menu option** – To disconnect, you will hang up or press *9#.

Please contact the EDS Provider Relations team at 800-807-1232 with any questions.