

New IVR enhancement -- telephone reopening request

First Coast Service Options Inc. (FCSO) is pleased to announce that a new self-service feature is now available via the Part B interactive voice response (IVR). This new feature allows providers/customers to request telephone reopenings on certain claims via our IVR.

Introduction of new features

- This new enhancement is designed to make your requests easier and faster to process. Requests for telephone reopenings via the IVR will process the next day.
- Using this new self-service feature will result in faster receipt of any applicable payments.
- The hours of availability are beyond the hours of availability for a customer service representative (CSR).
- IVR reopenings will be limited to simple, single-line requests.
- Bonus -- The number of telephone reopening requests via the IVR will be unlimited within the allotted 30-minute timeframe.

Types of reopenings available via the IVR

Beginning November 2008, these types of reopening requests are no longer available through a CSR; you must call the IVR for the following types of requests:

- Change date of service on paid claims (history corrections)
- Change diagnosis code
- Add, delete, change modifier (except modifiers listed below)
- Claims containing single detail lines (except requests to add modifier GV or GW to multiple-line claims for a beneficiary enrolled in hospice)

Types of reopenings that cannot be performed via the IVR

You may continue to speak with a CSR to request a telephone reopening for types of reopenings not available through the IVR.

- Previously adjusted claims
- Claims containing multiple detail lines (except hospice modifiers GV or GW)
- Pending claims
- Non-assigned claims
- Drug and drug administrations codes
- Request on claims containing the following modifiers, or requests to add or change these modifiers: 21, 22, 24, 25, 51, 53, 56, 62, 66, 99, CC, GY, GZ, SG, or WU.

Information you must have when calling the IVR for a reopening

- Provider's National Provider Identifier (NPI) and Provider Transaction Access Number (PTAN)
- Beneficiary's last name and first Initial
- Beneficiary's Medicare health insurance claim (HIC) number
- Beneficiary's date of birth
- Caller's name and 10-digit telephone number (3-digit area code and 7-digit number)
- Date of service
- Internal Control Number (ICN) -- can be obtained from your provider remit notice or the IVR when receiving a claim status
- Item(s) or service(s) at issue
- Reason for request
- New/revised information

IVR takes your request -- what's next?

- IVR will confirm the request at the end of the call.
- If the request is approved, you will receive a letter and new remittance advice notice.
- If the request cannot be processed, a letter will be sent advising the provider of our decision.

New IVR enhancement -- telephone reopening request (Continued)

IVR hours of availability for telephone reopenings

- The IVR will be available for requests for telephone reopenings from 6:30 a.m. to 6:30 p.m. Monday through Friday, and Saturday 9:00 a.m. to 4:00 p.m. EST.
- The toll-free Part B telephone number is 1-877-847-4992

Additional information

- No limit to the number of calls per day.
- Please have the information listed under “Information You Must Have When Calling the IVR for A Reopening” available when calling for an IVR reopening.
- If you are calling to perform an adjustment on multiples lines or on a claim with multiple issues, please call our customer service center at 1-866-454-9007.
- Additional IVR instructions are available via our [IVR Part B operating guide](#).

To ensure you have all the information needed to submit your reopening request(s) via the IVR, we suggest using the [IVR reopening request help sheet](#) when preparing to call the IVR.