

REV - Provider Relations Telephone Procedures

Purpose: Iowa Medicaid Enterprise (IME) Revenue Collections is responsible for processing telephone calls received through the Third Party Liability (TPL) Line at (515) 256-4619 or (866) 810-1206. These calls provide information to update members TPL information.

Identification of Roles: IME Revenue Collections Unit is responsible for retrieving all messages from the TPL line as well as responding to the inquiry or information request from the caller.

Performance Standards: Within 24 hours

Path of Business Procedure:

- Step 1:** A provider or informant calls the TPL line at (515) 256-4619 or (866) 810-1206.
- Step 2:** At that time, they receive a detailed voice mail message instructing them of the procedures and what information is necessary to update members' TPL Resource Screens.
- Step 3:** They are instructed to leave a message if their call is pertaining to some other issue besides TPL insurance changes or questions concerning updating timeframes. They are also advised that their call will be returned within 24 hours.
- Step 4:** The Revenue Collections Provider Relations representative retrieves all the phone messages (see below) and takes appropriate action on each call. Returns calls with 24 hours.
- Step 5:** To retrieve messages on Revenue Collections voice mail **866-810-1206** or local **256-4619**:
- a) Telephone display will have a flashing envelope next to the TPL line if messages are present in queue
 - b) Press the TPL line message button
 - c) Dial password of "4619#"
 - d) Press 1 to listen to new or 3 to listen to saved messages
 - e) Press 1 to replay messages
 - f) Press 3 to delete messages
 - g) Press 2 to save messages
 - h) Press 5 to forward messages
- Step 6:** Messages are checked 2 times daily: Morning and afternoon.
- Step 7:** Research Supplemental Insurance Query (SIQ's); verify coverage and update Medicaid Management Information System (MMIS).
- Step 8:** Return provider call; releasing the information found during research

- Step 9:** If SIQ is not found in On Base (search in document retrieval and in the completed queue) request that the provider forward an SIQ. Provider Relations representative will explain that all investigational requests must be in writing.
- Step 10:** Offer website address <http://dhs.iowa.gov/ime/providers/forms> as a resource to obtain a Supplemental Insurance Questionnaire (SIQ).
- Step 11:** Release the fax number of 515-725-1352 to return SIQ.
- Step 12:** Offer to fax or mail a blank SIQ if provider indicates no access to the internet.

Forms/Reports: N/A

RFP References: N/A

Interfaces: N/A

Attachments: N/A

Acronyms:

TPL – Third Party Liability

IME – Iowa Medicaid Enterprise

MMIS – Medicaid Management Information System

SIQ – Supplemental Insurance Questionnaire