

Denti-Cal Bulletin



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DENTI-CAL'S INTERACTIVE VOICE RESPONSE (IVR) SYSTEM HAS BEEN MODIFIED

The Denti-Cal Interactive Voice System (IVR) has been changed to a touch-tone only system, effective March 4, 2003. Providers may continue to call Denti-Cal toll-free at (800) 423-0507 to access the following options: patient history, claim/Treatment Authorization Request (TAR) status, financial information, general Denti-Cal program information, and Denti-Cal enrollment status. If you know which key to press it is not necessary to listen to the complete message.

The IVR system for the beneficiary toll-free line has also been changed to a touch-tone only system. Beneficiaries may continue to call (800) 322-6384 to access information by touch-tone or to speak with a customer service representative Monday through Friday, 8:00 a.m. to 5:00 p.m., Pacific Standard Time (PST).

New Procedures for Entering Provider Identification When Requesting Patient History, Claim/TAR Status, Financial Information

To access the Denti-Cal provider phone system, you will need to enter the star key (*) followed by your Denti-Cal provider number. The following change has been made when entering the provider number using the touch-tone keypad for the above inquiries:

For provider numbers beginning with the letter B, press the star key (*), then the number 2 twice, followed by the remaining five numbers of your assigned provider number. For example, B12345 would be entered as * 2-2-12345, followed with the two digit service office number, e.g. 01.

The system will need to recognize which alpha character you are trying to enter into the keypad. By pressing the number 2 key, you have told the system that your provider number begins with either A, B, or C. By pressing the number 2 key again, the system now recognizes that entry as a B, for the second letter on that key. These are also the same steps used when accessing the Automated Eligibility Verification System (AEVS).

For provider numbers beginning with the letter G, press the star key (*), followed by the number 4 and then 1, and enter the remaining five numbers of your assigned provider number. For example, G12345 would be entered as * 4-1-12345, followed with the two digit service office number, e.g. 01.

By pressing the number 4 key, you have told the system that your provider number begins with G, H, or I. By pressing the number 1, the system now recognizes that entry as a G, indicating the first letter on that key.

To assist you in entering alpha characters when using the IVR, each letter and its corresponding two-digit numeric code, always preceded by pressing the star key, is listed below.

<u>Letter</u>	<u>Code</u>	<u>Letter</u>	<u>Code</u>
A	*-2-1	N	*-6-2
B	*-2-2	O	*-6-3
C	*-2-3	P	*-7-1
D	*-3-1	R	*-7-2
E	*-3-2	S	*-7-3
F	*-3-3	T	*-8-1
G	*-4-1	U	*-8-2
H	*-4-2	V	*-8-3
I	*-4-3	W	*-9-1
J	*-5-1	X	*-9-2
K	*-5-2	Y	*-9-3
L	*-5-3	Q	*-1-1
M	*-6-1	Z	*-1-2

*Remember to press * before entering the two-digit code.*

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0	#

NOTE: To check beneficiary eligibility, continue to use the Automated Eligibility Verification System (AEVS) by calling (800) 456-2387.

If you have any questions, please call Denti-Cal toll-free at (800) 423-0507.

**Provider Toll-Free Menu Options
(800) 423-0507**

