Interactive Voice Response Claims Status Check
Quick Reference Guide

Key Points:
➤ Check claims status or updates on CCN claims with TriWest's Interactive Voice Response (IVR).
➤ To check the status on claims, call 877-226-8749 (877-CCN-TRIW) and follow the prompts.
➤ Retrieve data for an unlimited number of claims in one call.

Summary of IVR Claims Status Check

Through TriWest's IVR system, providers can access claims information by entering a key selection on a touchtone phone, or by voice command. Once the correct information is entered, data for an unlimited number of claims can be retrieved in one call.

If the IVR system cannot find the claim or there are more complex cases, the automated call will go to a knowledgeable TriWest claims customer service representative.

Other options to check claims status include:

➤ Chat online with a live agent through Availity from 8 a.m. – 6 p.m. in your time zone, Monday through Friday.
➤ Log in to Availity for self-service options available 24/7.
➤ Call TriWest to speak with a CCN Contact Center representative at 877-226-8749 (877-CCN-TRIW).

IVR Claims Check Automation Step-by-Step Guide

Below is the process when calling to check the status of one or multiple claims via TriWest's self-service IVR option.

Actions

➤ **Select "Provider," and hear the Provider Services greeting.**
  ▪ Select: Provider > Claims > Claims Status > Medical
  ▪ Select the number nine for Claims Status Self-Service.

➤ **Once connected to the Claims Status Self-Service feature,** enter the **Tax Identification Number (TIN)**.
  ▪ If a TIN on record is not entered after three attempts, the call is transferred to an agent.

➡️ **Once a TIN is entered,** enter the **Date of Service (DOS)** for the claim.
  - If a valid 8-digit DOS– two digits for the month, two for the day, and four for the year (MM/DD/YYYY) – is not entered after three attempts, the call is transferred to an agent.
  - If a valid DOS greater than six months is entered before the date that the status check is occurring on, the call is transferred to an agent.

➡️ **Once a valid 8-digit DOS** is entered, enter the **Veteran's Date of Birth (DOB)** for that claim.
  - If a valid 8-digit DOB – two digits for the month, two for the day, and four for the year (MM/DD/YYYY) – is not entered after three attempts, the call is transferred to an agent.

➡️ **Once a valid 8-digit DOB is entered**, the system attempts to match the TIN + DOS + DOB to a claim.

Result

➡️ **If the TIN + DOS + DOB match a unique claim**, it checks and relays the status of the claim back to the caller. *NOTE: The status is based on the most recent iteration of the claim.*

Exceptions

➡️ **Scenario 1:** If the TIN+DOS+DOB do not match or match multiple claims, the options are:

  - Try Again = route back to the prompt to enter TIN.
  - Speak with an Agent = connect to an agent.
  - Return to Main Menu = connect back to Provider Main Menu.

  - For Scenarios 2-4 below, the options are:

    - Check Another Claim = route back to enter the DOS.
    - Speak with an Agent = connect to an agent.
    - Return to Main Menu = connect back to the Provider Main Menu.

➡️ **Scenario 2:** If the claim has claims code 01, 10, 11, 13, 14, 15, 16, 17, 18, 81, 82, or 89, the status is **In Process.** The system tells the caller that the claim is pending.

➡️ **Scenario 3:** If the claim has a claims code of 02 and has a paid amount more than $0.00, the status is **Paid.** The system tells the caller that the claim is paid and will provide information if the claim was paid by EFT or by check.

  - If the **claim was paid by EFT**, the system provides the date that the EFT was sent, the EFT amount, the claim amount, and the EFT reference number.
  - If the **claim was paid by check**, the system provides the date the check was sent, the check amount, the claim amount, and the check number.

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➥ **Scenario 4:** If the claim has a claims code of 02 and does not have a paid amount of more than $0.00, the claim is **Denied**. The system tells the caller that the claim is denied.

➥ **Scenario 5:** If the claim has a claims code of 91, 92, 93, 97, or 99 (adjusted or closed), the system directly connects the call with an agent.

For more information, refer to the CCN Claims Submission Quick Reference Guide.

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