



# Navigating the 'Ohana Interactive Voice System (IVR) PHONE ACCESS GUIDE

## 'Ohana Medicaid Customer Service

Toll-Free Number (888) 846-4262  
After the Announcement for Provider Services press 2



### Enter 'Ohana Provider ID

Say or enter your Provider ID number  
(all information entered is secure and confidential)



### Enter 'Ohana Member ID

Say or enter the Member ID number  
(all information entered is secure and confidential)



### Enter Member's Date of Birth

Say or enter your Member's Date of Birth  
(all information entered is secure and confidential)

## Getting Started

- The 'Ohana IVR is a simple and easy way for Physicians and Health Care Professionals to access the information needed in as little as **2 minutes**
- Throughout the 'Ohana IVR you will be prompted to **make selections** by voice or keypad
- The 'Ohana IVR will ask you to enter the **Member ID number**. This is the Subscriber number found on the member's ID card

*Step by Step instructions are located on page 2*

## Helpful Tips

For faster service Providers should have the following information when calling:

- Your 'Ohana Provider ID number
- NPI or Tax ID number for validation, if you do not have your provider ID number
- For claims inquiries – the member's ID number, date of birth, date of service and dollar amount
- For authorizations and eligibility inquiries - the member's ID and date of birth

## Main Menu

When prompted, simply say one of the choices below to make a selection.

- Claims
- Authorization
- Eligibility
- Pharmacy
- Web Support
- Something Else

### Claims

- Say or enter Date of Service
  - Say or enter Billed Amount
- Claim information will be received

### Authorization

- Say Forms or Press 1  
Say Service or Press 2
- Say or enter Procedure Code
  - Say or enter Place of service
- Say Status or Press 3
- Say or enter Place of Service

### Eligibility

You will receive the following:

- Eligibility Information
- Copay Information
- Out of pocket limit Information

### Pharmacy

- Say Forms or Press 1
- Say Status of a Coverage Determination or Press 2
- Say Something Else or Press 3

### Web Support

- Technical Support Team
- Routes Directly to Web Support Team

### Something Else

Routes directly to Customer Service Agent for assistance Including:

- Appeals: Clinical Appeals
- Benefits
- Prospective
- Demographic Changes

## HI MEDICAID PHONE ACCESS GUIDE FOR PROVIDER SERVICES

### Helpful Tips



For faster service, Providers should have the following information: 'Ohana ID, NPI or Tax ID, Member ID and Date of Birth



Providers have the opportunity to rate our service by choosing to take a brief survey. If the option was selected please stay on the line after completion of your call.

### Claim

1. Call Customer Service @ (888) 846-4262
2. After the announcement for Provider Services Press 2
3. Say or enter your 'Ohana Provider ID number
4. Say or enter your member ID number
5. Say or enter your member's date of birth
6. Say Claims or Press 1
  - Say or enter Date of Service
  - Say or enter Billed amount

### Pharmacy

1. Call Customer Service @ (888) 846-4262
2. After the announcement for Provider Services Press 2
3. Say or enter your 'Ohana Provider ID number
4. Say or enter your member ID number
5. Say or enter your member's date of birth
6. Say Pharmacy or Press 4
7. Say Forms or Press 1
8. Say Status of a Coverage Determination or Press 2
9. Say something else or Press 3

### Authorizations

1. Call Customer Service @ (888) 846-4262
2. After the announcement for Provider Services Press 2
3. Say or enter your 'Ohana Provider ID number
4. Say or enter your member ID number
5. Say or enter your member's date of birth
6. Say Authorizations or Press 2
7. Say Forms or Press 1
8. Say Service or enter 2
  - Say or enter Procedure Code
  - Say or enter Place of Service
9. Say Status or Press 3
  - Say or enter Place of Service

### Web site Technical Support

1. Call Customer Service @ (888) 846-4262
2. After the announcement for Provider Services Press 2
3. Say or enter your 'Ohana Provider ID number
4. Say or enter your member ID number
5. Say or enter your member's date of birth
6. Say Web Support or Press 5
7. You are transferred to the service center

### Eligibility

1. Call Customer Service @ (888) 846-4262
2. After the announcement for Provider Services Press 2
3. Say or enter your 'Ohana Provider ID number
4. Say or enter your member ID number
5. Say or enter your member's date of birth
6. Say Eligibility or Press 3
7. You will be given the Eligibility, Copay & Out of Pocket information about the member number you have entered

### Something Else

1. Call Customer Service @ (888) 846-4262
2. After the announcement for Provider Services Press 2
3. Say or enter your 'Ohana Provider ID number
4. Say or enter your member ID number
5. Say or enter your member's date of birth
6. Say Something Else or Press 6
7. You are transferred to the service center