



Navigating the 'Ohana Interactive Voice System PHONE ACCESS GUIDE

'Ohana Medicare

Provider Customer Service

Toll-Free Number
(888) 505-1201



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 your 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 your **patient's member 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, make a selection by simply saying:

- 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 MEDICARE 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 @ (877) 457-7621
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 @ (877) 457-7621
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 @ (877) 457-7621
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 @ (877) 457-7621
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 @ (877) 457-7621
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 @ (877) 457-7621
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