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General Information about MAVIS

MAVIS is the Idaho Medicaid Automated Voice Information Service. It is an automated voice recognition system that is used by providers to get information about clients, claims, and enrollment. The list of options is:

- Client Information
  - Client eligibility
  - Other insurance
  - Lock-in
  - Long term care eligibility
  - Service limits
  - Prior authorization
- Claims Information
  - Claim status
  - Procedure codes
  - National Drug Codes (NDC)
  - Revenue codes
  - Message codes (EOB)
  - Prior authorization
- Last Check Amount
- Enrollment Status
- Mailing Addresses
- Change security code

MAVIS does **not** serve clients. They must call the Client Line to receive information about claims.

How MAVIS works

MAVIS operates by capturing data, validating data, and then returning data. MAVIS first captures and validates the user's provider number and security code. When the user is identified, MAVIS goes to the option requested by the user. MAVIS then must capture and validate the information necessary to complete the transaction. Once this is done, MAVIS answers the user's query.

MAVIS is built upon established dialogues in which MAVIS asks the user for basic information, listens to the response, and then returns data to the user based upon that input.

MAVIS is able to recognize spoken words by comparing them against a basic vocabulary. MAVIS is able to recognize names by comparing the spoken name against databases of all first and last names.

- If the system is uncertain of what the user has said, it will repeat the information and ask for confirmation
- If the system is completely unable to understand, it will ask the user to repeat the answer
- If on the third attempt MAVIS still cannot understand, the user is transferred to a provider service representative or asked if they would like a hint. If a hint is requested the provider will be taken to the help section of MAVIS

The user is limited to 10 transactions per call. A transaction is defined as a request for information. An example would be provider has asked for client eligibility, TPR, and service limits. This would be considered 3 transactions.

Capturing, Validating, Returning Data

Capturing data

Capturing the data is the process by which MAVIS checks that 'she' has correctly heard what the user has said. MAVIS asks for an identification number, name, date or other information. MAVIS then repeats the information back to the user and asks if it is correct. At this point, the system is checking the information at the most basic level. *For example,* the user speaks the provider number 1234567. MAVIS verifies with the user that 'she' has heard the numbers 1, 2, 3, 4, 5, 6, 7 and not 1, 2, 3, 4, 5, 6, 9. When MAVIS is certain that the information has been correctly understood, the system goes to validation.

Validating data

Once MAVIS has determined that 'she' has understood correctly, the system compares the information against the AIM database. MAVIS can find one of two possible situations:

- The captured data is not in AIM and therefore not valid. *For example,* there is **no** provider with the number 1234567.
- The captured data is in AIM and valid. *For example:* there **is** a provider with the number 1234567.

Returning data

MAVIS responds to the user based upon the validation of the information and the type of transaction. MAVIS captures and validates information in order to then respond to a query by the user, such as client eligibility or last check amount.

- If the captured data is not valid, MAVIS will prompt the user to try again, request another option, or ask for an agent/PSR.
- If the captured data is valid and the desired answer is available through MAVIS, the system will answer the user's query.
- If the captured data is in AIM, valid, but requires an agent/PSR to complete the transaction, the system will prompt the user to request an agent/PSR.

User commands

Users may 'barge-in' after they hear "… you may speak it at any time..;" by speaking any of the option names.

Users may hear any list again by saying REPEAT. These lists are the main menu, client information and claims information.

Users may request help from MAVIS at anytime by saying the word, HELP. The HELP section is limited to a few options and will only respond when in certain parts of the application. For example: If you are checking to see if a procedure code is covered and you wanted help about client MIDs, you would not be able to go to the help section for client.

Users may request a PSR by saying, AGENT. However, AGENT only works during normal business hours. The provider will receive a message stating the office is closed for the evening or the holiday and they need to call back during business hours. Users are also able to request the EDI help line by saying, technical support. There are other words that can be used instead of technical support.

Each option begins with an announcement of the name of that option. *For example:* the provider selects 'Client Information'. MAVIS transfers the call to that option and announces, **Client Information. What kind of kind of client information do you need?**

Fax Back

Users may request that information be faxed to them rather than spoken. MAVIS then asks for the user's fax number. At the conclusion of the call, MAVIS faxes all the information that has been requested.

Availability

MAVIS is available virtually 24 hours a day, 7 days a week except for maintenance. However, provider service representatives are only available during normal business hours. When MAVIS cannot give the information needed, the user is prompted to say **AGENT**. If the call is after hours, on the weekend or on a holiday (when a PSR is not available), MAVIS invites the user to call back during normal business hours.

Conventions

All dialogue spoken by MAVIS is in **bold green type**. Information that is filled in by the system is in *(italic, green, un-bold, in parentheses)*. Commands that MAVIS is prompting the user to say are ***BOLD GREEN ITALIC***.

All dialogue spoken by the user is in **bold blue type**.

Time Out - When the User Does Not Reply

If the user does not reply to a question asked by MAVIS, the user is given two more chances to respond. The user is prompted to answer twice, failing that, the user is prompted to answer again or ask for an agent or for help. If there is still no answer, MAVIS transfers the user to a PSR.

This dialogue is a general description of what happens when the user does not reply. The dialogue will be different depending upon the option.

MAVIS Dialogue	User Action	MAVIS Action
I didn't get that. You may say another option or return to the main menu by saying *START OVER.*	No response	Escalation to next response.
I still didn't get that. Which option would you like? ▪ **Say *REPEAT* to hear this list again.** ▪ **For assistance from a Provider Service Representative say *AGENT*.** ▪ **For more detailed instructions say *HELP***	No response	Escalation to next response.
Please hold while I transfer you to a provider service representative.		Transfers to PSR

Garbled - When the User Does Not Speak Clearly

MAVIS cannot understand all speech. If there is too much background noise or if the user does not enunciate clearly, the system will give the user two chances to make a clear entry. The user is prompted to answer twice, failing that, the user is prompted to answer again, ask for an agent or for help. If MAVIS still cannot understand the response, MAVIS transfers the user to a PSR.

This dialogue is a general description of what happens. The dialogue will be different depending upon the option.

MAVIS Dialogue	User Action	MAVIS Action
I didn't get that. You may say another option or return to the main menu by saying *START OVER.*	**(User repeats data but is not understood by MAVIS)**	Escalation to next response.
	Start over	Goes to beginning of Main Menu.
I still don't understand. Which option would you like?		
▪ **Say *REPEAT* to hear this list again.**	***Repeat***	Repeats menu.
▪ **For assistance from a Provider Service Representative say *AGENT*.**	***Agent***	Transfers to PSR.
▪ **For more detailed instructions say *HELP.***	***Help***	Goes to Help.
I'm sorry I just don't understand. We seem to be having trouble.		
▪ **Can I offer you some hints?**	***Yes***	Goes to Help.
▪ **Please hold while I transfer you to a Provider Service Representative.**	***No***	Transfers to PSR.

Initial Entry into the System

The user enters MAVIS at the initial dialogue. He/she may barge in at anytime after the opening phrase, *Good (morning/afternoon/evening, thank you for calling MAVIS, Idaho's Medicaid Automated Voice Information Service.*

The user names the desired option. Before routing the user to the option, MAVIS determines that the user is an Idaho Medicaid provider by asking for the provider number and security code. If the user enters a valid provider number and matching security code, the user then goes to the selected option.

First time users are prompted to create a security code after entering a valid provider number and then routed to the selected option.

MAVIS Dialogue	User Action	MAVIS Action
Good (morning/afternoon/evening), thank you for calling MAVIS, Idaho's Medicaid Automated Voice Information Service.		
If you know the option you want, you may speak it at any time. (pause) I will be listing available options as we go. Feel free to interrupt me. If you are not an Idaho Medicaid Provider and wish to become one, say *PROVIDER ENROLLMENT*.	***Provider enrollment***	Sends the provider to the Provider Enrollment Representative
What can I help you with today? I have the following seven options: ▪ **Client Information** ▪ **Claims Information** ▪ **Last Check Amount** ▪ **Enrollment Status** ▪ **Mailing Addresses** ▪ **Change Provider** ▪ **Change Security Code**	**(User speaks any option at any time)**	There is a pause after each option to allow the user to select. When the user selects an option the system goes first to Provider Number and Security Code and then to that option. **Change Provider:** used to begin inquiries for a different provider number. It clears all information and goes to Provider Number and Security Code dialogues.
Which option would you like?		
▪ **Say *Repeat* to hear this list again,**	***Repeat***	List is repeated.
▪ **For assistance from a provider service representative, say *Agent*.**	***Agent***	User is routed to the PSR call line.
▪ **For more detailed instructions, say *Help*.**	***Help***	User is routed to Help.
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled

Provider Number & Security Code

The user cannot access MAVIS until he/she has entered a valid Idaho Medicaid Provider Identification Number and his/her security code. After the provider number and code are successfully entered, the user is routed to the previously selected option.

If the user has never used the system before, he/she will be prompted to create a security code. If the user needs to change the security code, he/she selects ***Change Security Code***.

Provider Number

MAVIS Dialogue	User Action	MAVIS Action
Please say your nine-digit Idaho Medicaid Provider number, one digit at a time.	**User speaks 9-digit code, one number at a time.**	After the user enters a 9-digit code, MAVIS validates the number against the database. MAVIS then prompts for a security code.
(Time Out)	If the user does not enter a number or the number is not valid, the user directed to his/her RA for a valid number. See: Provider Number Time Out and/or Garbled	
(Garbled)	If the user does not enter a number or the number is not valid, the user directed to his/her RA for a valid number. See: Provider Number Time Out and/or Garbled	
(Not Found)		
I couldn't find that Provider Number. ▪ **Would you like to try again?**	***No***	Goes to next dialogue to request a valid number or suggest Help option.
▪ **A valid provider number is needed to proceed with your request or say HELP for further instructions. (Then, return to the top of this routine)**	**(no response)**	Returns to top of this dialogue.
	Help	Goes to Help
	Yes	MAVIS returns to the top of this dialogue.

Provider Number Time Out and/or Garbled

Provider Number Time Out

▪ **I didn't get that. Please say your nine-digit Idaho Medicaid Provider number, one digit at a time.**	**(no response)**
▪ **I didn't quite get. Please say the nine digits of your Idaho Medicaid Provider number located on page 2 of the Remittance Advice. Please say your number, one digit at a time. You may also enter it using the telephone keypad.**	**(no response)**
▪ **I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.**	**(no response)**

Provider Number Garbled

▪ **I didn't quite understand. Please say the nine-digit Idaho Medicaid Provider number again, one digit at a time.**	**(user responds but is not understood)**
▪ **I didn't quite understand. Please say the nine digits of your Idaho Medicaid Provider number located on page 2 of the Remittance Advice. Please say your number, one digit at a time. You may also enter it using the telephone keypad.**	**(user responds but is not understood)**
▪ **I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.**	**(user responds but is not understood)**

Provider Security Code

The user is instructed to enter the security code by using the telephone keypad, but he/she may also speak the code. There is a higher degree of security if the keypad is used.

MAVIS Dialogue	User Action	MAVIS Action
Please enter your four-digit Security Code using the telephone keypad. If you don't have a touch-tone phone, you may speak the Security Code.	**User enters 4-digit code, using the telephone keypad.**	After the user enters a 4-digit code, MAVIS validates the number against the database.
(Time Out)	If the user does not enter a number or the number is not valid, the user directed to a PSR. See: Provider Security Code Time Out and/or Garbled	
(Garbled)	If the user does not enter a number or the number is not valid, the user directed to his/her RA for a valid number. See: Provider Security Code Time Out and/or Garbled	
(Does not match)		
The provider number and security code don't seem to match.		
▪ **Do you want to try your security code again? Please say Yes or No.**	***Yes***	Goes to top of this dialogue and prompts the user to re-enter the security code.
▪ **A valid provider number is needed to proceed with your request or say HELP for further instructions.**	***No***	
(Found)		
Thank you.	If the provider number and security code match, MAVIS acknowledges the code and the user is routed to the previously selected option.	

Security Code Time Out and/or Garbled

Security Code Time Out

▪ **I didn't get that. Please enter your security code number.**	**(no response)**
▪ **I still didn't get that. Please enter your four-digit security code number using the telephone keypad. If you don't know your security code say "Agent".**	**(no response)**
▪ **I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.**	**(no response)**

Security Code Garbled

▪ **I didn't quite understand. Please enter your four-digit security code.**	**(user responds but is not understood)**
▪ **I'm sorry, I didn't understand. Please enter the four digits of your security code using the telephone keypad. If you don't know your security code say *Agent*.**	**(user responds but is not understood)**
▪ **I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.**	**(user responds but is not understood)**

Change Security Code

Users may change their security code at anytime. It is recommended that they change their code whenever there is a change in office staff. It is recommended that they use the telephone keypad to enter the number but can also speak the number.

The user does not have to talk to a PSR to change the code. However, when a user has forgotten their code, they must speak to a PSR to reset their security. They then must call MAVIS back and create a new security code.

MAVIS Dialogue	User Action	MAVIS Action
Please key your new 4-digit security code.	**User types 4-digit code on the telephone keypad (or speaks).**	**Correct entry, MAVIS stores the code**
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
Thank you.		
To confirm you new security code, please key it again.	**User types 4-digit code on the telephone keypad (or speaks).**	
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
(Match) Your security code has been changed.		Correct entry, MAVIS creates new security code.
(No match) The two security code entries did not match. Would you like to re-enter the security code?		Incorrect match
	YES	Return to the top of this routine
You may say another option, or return to the Main Menu by saying *START OVER*. **For assistance from a provider service representative, say *AGENT*.** **If this concludes your call, you may hang up.**	**NO**	

Change Security Code Time Out and/or Garbled

The user must enter the new security code twice. The Security Code Garbled dialogue is different when the user is attempting to enter the code the second time.

Security Code Time Out

▪ **I didn't get that. Please key all four digits of the new security code number.**	**(no response)**
▪ **I still didn't get that. Please enter the four digits of your new security code number using the telephone keypad.**	**(no response)**
▪ **I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.**	**(no response)**

Security Code Garbled

1st. I'm sorry, I didn't understand. Please key the four digits of your new security code.	**(user enters the code for the first time but is not understood)**
2nd. I quite didn't understand. Please key in the four digits of your new security code.	**(user enters the code for the second time to confirm it but is not understood)**
1st. I'm sorry, I didn't understand. Please enter in the four digits of your new security code using the telephone keypad.	**(user responds but is not understood)**
2nd. I still didn't quite understand. Please enter the four digits of your new security code using the telephone keypad.	
▪ **I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.**	**(user responds but is not understood)**

Initial Client Information

MAVIS Dialogue	User Action	MAVIS Action
Client information. **What kind of kind of client information do you need?** ▪ **Client Eligibility** ▪ **Other Insurance** ▪ **Lock-In** ▪ **Long Term Care Eligibility** ▪ **Service Limits or** ▪ **Prior Authorization**	**(User speaks any option at any time)**	There is a pause after each option to allow the user to select. When the user selects an option the system goes to that option. (The PA option listed here gives the same information as is found under Claims Information.)
Which option would you like?		When the user selects an option the system goes to that option.
▪ **Say *Repeat* to hear this list again,**	***Repeat***	List is repeated.
▪ **For assistance from a provider service representative, say *Agent*.**	***Agent***	User is routed to the PSR call line.
▪ **For more detailed instructions, say *Help*.**	***Help***	User is routed to Help.
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled

Selecting Client Identifying Information

Before the user can move to any option under Client Information, he/she must enter the client's Medicaid number (MID). If the user does not know the client MID, he/she must supply 2 pieces of identifying information to determine the correct MID:

- Social Security number
- Date of birth
- Client name (first and last)

If the user does not have a valid client number, he/she is prompted for the other identifying information. If the user cannot supply 2 pieces of identifying information, he/she is asked to start over and/or is directed to a PSR.

Each dialogue is used to prompt the user to enter identifying information about the client. When MAVIS correctly understands the information, it has been **captured**. After the information is captured it is **validated** to find the correct client for the user. If the combination of identifying information does not determine an appropriate client, MAVIS prompts the user to try again or go to a PSR.

At each dialogue MAVIS walks through the basic dialogue for Time Out or Garbled responses if necessary.

Selecting Client's Medicaid Number

MAVIS Dialogue	User Action	MAVIS Action
Do you have the Client's Medicaid number? Please say Yes or No.		
	No	Goes to next question, Do you have SSN?
	Yes	Goes Client MID Number dialogue.
	(no response)	Goes to Time Out dialogue.
	(garbled)	Goes to Garbled dialogue.
(Time Out) **I didn't get that. Do you have the Client's Medicaid Number? Please say *YES* or *NO*.** **I didn't quite understand. Please say *YES* or *NO*, or say *HELP* for further instructions.** **I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.**	The user does not respond: 1st. the user is prompted again 2nd. the user is prompted a third time and Help is suggested 3rd. the user is transferred to a PSR	
(Garbled) **I didn't quite understand. Do you have the Client's Medicaid Number?** **I didn't quite understand. Please say *YES* or *NO* or say *HELP* for further instructions.** **I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.)**	MAVIS cannot understand the user: 1st. the user is prompted again 2nd. the user is prompted a third time and Help is suggested 3rd. the user is transferred to a PSR	

Selecting Client's Social Security Number

MAVIS Dialogue	User Action	MAVIS Action
Do you have the Client's Social Security Number? Please say *Yes* or *No*.		
	No	Goes to next question, Do you have Date of Birth?
	Yes	Goes to Client SSN dialogue and then returns to the Date of Birth dialogue to get second piece of identifying data.
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
(Time Out) **I didn't get that. Do you have the Client's Social Security Number? Please say *YES* or *NO*.** **I still didn't get that. Please say *YES* or *NO*, or say *HELP* for further instructions.** **I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.**	The user does not respond: 1st. the user is prompted again 2nd. the user is prompted a third time and Help is suggested 3rd. the user is transferred to a PSR	
(Garbled) **I didn't quite understand. Do you have the Client's Social Security number?** **I still didn't understand. Please say *YES* or *NO* or say *HELP* for further instructions.** **I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.)**	MAVIS cannot understand the user: 1st. the user is prompted again 2nd. the user is prompted a third time and Help is suggested 3rd. the user is transferred to a PSR	

Selecting Client's Date of Birth

MAVIS Dialogue	User Action	MAVIS Action
Do you have the client's Date of Birth? Please say *YES* or *NO*.		
		If the user has said NO to both SSN and Date of Birth, then MAVIS goes to the following response.
To locate information on a client, I must either have the client's Medicaid number or 2 of the following pieces of information: ▪ **Client Social Security number** ▪ **Client date of birth or** ▪ **Client name** **If you don't have enough information, please say *AGENT* or *START OVER*.**	**No**	Instructs user that two pieces of identifying information are necessary. This dialogue is only repeated once but MAVIS goes through the options twice. After the second time it will determine the provider needs help and goes to an agent.
	Yes	Goes Date of Birth dialogue.
	Agent	Goes to PSR.
	Start over	Goes to beginning of Client Information dialogue, beginning with client MID.
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled

Client's Date of Birth Time Out and/or Garbled

Client's Date of Birth Time Out Dialogue

I didn't get that. Do you have the Client's Date of Birth? Please say *YES* or *NO*.

I didn't quite understand. Please say *YES* or *NO* or say *HELP* for further instructions.

I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.

The user does not respond:

1st. the user is prompted again

2nd. The user is prompted a third time and Help is suggested

3rd. the user is transferred to a PSR

Client's Date of Birth Garbled Dialogue

I didn't quite understand. Do you have the Client's Date of Birth? Please say *YES* or *NO*.

I still didn't understand that. Please say *YES* or *NO* or say *HELP* for further instructions.

I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.

MAVIS cannot understand the user:

1st. the user is prompted again

2nd. The user is prompted a third time and Help is suggested

3rd. the user is transferred to a PSR

Selecting Client's Name

MAVIS Dialogue	User Action	MAVIS Action
Do you have the Client's Name? Please say Yes or No.		
		If the user has already said NO to both SSN and Date of Birth, then MAVIS goes to the following response
To locate information on a client, I must either have the client's Medicaid number or 2 of the following pieces of information: ▪ **client Social Security number** ▪ **client date of birth or** ▪ **client name** **If you don't have enough information, please say *AGENT* or *START OVER*.**	**No**	Instructs user that two pieces of identifying information are necessary. This dialogue is only repeated once but MAVIS goes through the options twice. After the second time it will determine the provider needs help and goes to an agent.
	Yes	Goes Client Name dialogue.
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled

Client's Name Time Out and/or Garbled

Client's Name Time Out Dialogue

I didn't get that. Do you have the client's name? Please say *YES* or *NO*.

I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.

The user does not respond:

1st. the user is prompted again

2nd. the user is transferred to a PSR

Client's Name Garbled Dialogue

I didn't quite understand. Do you have the client's name? Please say *YES* or *NO*.

I still didn't quite understand. Please say *YES* or *NO* or say *HELP* for further instructions.

I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.

MAVIS cannot understand the user:

1st. the user is prompted again

2nd. the user is prompted a third time and Help is suggested

3rd. the user is transferred to a PSR

Capturing Client's Identifying Information

The user is prompted to enter either the client's Medicaid Identification Number, or a combination of Social Security number, client name, or client date of birth. MAVIS must first successfully capture or understand the information. This does not mean that the information is accurate. After MAVIS captures the required information, the system then checks for a match against that information. This is called validating.

Capturing Client's MID Number

MAVIS Dialogue	User Action	MAVIS Action
What is the client's seven-digit Medicaid ID number?		
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
	(user speaks 7-digit client number)	
Thank you. I have the client number as (*speak back*). Is that correct?		Repeats the number to verify what was heard.
	No	Returns to top of this dialogue.
	Yes	Continues on to validate client information.
(found) **Thank You. The client's last name is spelled (*spell back*) and the first name is spelled (*spell back*). The client's date of birth is (*speak back).***		If found, gives the client's name and date of birth.
(not found) **I couldn't find that Client Number. Would you like to re-enter it?**		If **not** found, asks for number again.
You may say another option or return to the Main Menu by saying 'Start Over'. **For assistance from a provider service representative, say 'Agent'.** **If this concludes your call, you may hang up.**	**No**	If user says NO, given new options.
	Yes	Returns to top of this dialogue to re-enter client MID.

Client's MID Time Out and/or Garbled

Client's MID Time Out Dialogue

I didn't get that. Please say the client's seven-digit MID. Please say your number one digit at a time.

I still didn't quite understand. The seven-digit client Medicaid identification number can be found starting on page 2 of the Remittance Advice. Please say your number one digit at a time. You may also enter it using the telephone keypad.

I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.

The user does not respond:

1st. the user is prompted to say the number again.

2nd. the user is prompted to say the number again or to enter it on the telephone keypad.

3rd. The user is transferred to a PSR.

Client's MID Garbled Dialogue

I'm sorry, I didn't understand. Please say the seven numbers within the client's Medicaid number. Please say your number one digit at a time.

I didn't quite understand. The seven-digit client Medicaid identification number can be found on page 2 of the Remittance Advice. Please say your number one digit at a time. You may also enter it using the telephone keypad.

I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.

MAVIS cannot understand the user:

1st. the user is prompted to say the number again.

2nd. the user is prompted to say the number again or to enter it on the telephone keypad.

3rd. The user is transferred to a PSR.

Capturing Client's Social Security Number

MAVIS Dialogue	User Action	MAVIS Action
What is the client's Social Security number?		
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
(non-numeric number) **A valid Social Security number is nine digits long. Please say the client's Social Security Number, one digit at a time.** **I'm sorry, I didn't understand. Please enter the nine digits of the client's Social Security number using the telephone keypad.** **I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.**	**(user enters a number that contains alpha-letters)**	
	(user speaks 9-digit Social Security number)	
Thank you. I have the Social Security number as (*speak back*). Is that correct?		Repeats the number to verify what was heard.
	No	Returns to top of this dialogue.
	Yes	Validates number. ▪ If found, continues on to capture 2nd form of identifying client information. name. ▪ If not found, asks for number again.

Client's Social Security Time Out and/or Garbled

Client's Social Security Number Time Out Dialogue

I didn't get that. Please say the client's Social Security number, one digit at a time.

I didn't quite understand. Please enter the nine digits of the client's Social Security number using the telephone keypad.

I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.

The user does not respond:

1st. the user is prompted to say the number again.

2nd. the user is prompted to say the number again or to enter it on the telephone keypad.

3rd. The user is transferred to a PSR.

Client's Social Security Number Garbled Dialogue

I'm sorry, I didn't understand. Please say the client's Social Security Number, one digit at a time.

I'm sorry I didn't understand. Please enter the nine digits of the client's Social Security number using the telephone keypad.

I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.

MAVIS cannot understand the user:

1st. the user is prompted to say the number again.

2nd. the user is prompted to say the number again or to enter it on the telephone keypad.

3rd. The user is transferred to a PSR.

Capturing Client's Date of Birth

MAVIS Dialogue	User Action	MAVIS Action
What is the client's date of birth?		
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
	(user speaks the date of birth)	
Thank you. I have the client's date of birth as (*speak back*)**.** **Is that correct?**		Repeats the date to verify what was heard.
	No	Returns to top of this dialogue.
	Yes	Captures number. ▪ continues on to capture 2nd form of identifying client information or ▪ has 2 forms of identifying data and now looks to validate data.

Client's Date of Birth Time Out and/or Garbled

Client's Date of Birth Time Out Dialogue

I didn't get that. Please say the client's date of birth, for instance, June 14th, 1957.

I didn't quite understand. Please say the client's date of birth, for instance, June 14th, 1957.

I'm sorry, I still didn't quite understand. Please hold while I transfer you to a Provider Service Representative.

The user does not respond:

1st. The user is prompted to say the date again and given an example.

2nd. The user is prompted to say the date again and given an example.

3rd. The user is transferred to a PSR.

Client's Date of Birth Garbled Dialogue

I didn't quite understand. Please say the client's date of birth, for instance, June 14th, 1957.

I didn't quite understand. Please say the client's date of birth, for instance, June 14th, 1957.

I'm sorry, I still didn't quite understand. Please hold while I transfer you to a Provider Service Representative.

MAVIS cannot understand the user:

1st. The user is prompted to say the date again and given an example.

2nd. The user is prompted to say the date again and given an example.

3rd. The user is transferred to a PSR.

Capturing Client Name

MAVIS Dialogue	User Action	MAVIS Action
What is the client's last name?		
	(user speaks last name)	
Now the client's first name?		
	(user speaks first name)	
Thank you. I think you said the client's name is (first name match, last name match). Is that correct?		MAVIS repeats first and last name. The system is checking the names against two databases of first and last names. It is not acknowledging that this is a Medicaid client.
	No	
Let me try again.		Goes to top of dialogue for last and first name.
	Yes	Goes to validate client information against the Medicaid database.
Thank You. **The client's last name is spelled (***spell back***) and the first name is spelled (***spell back***). The client's date of birth is (***speak back)* **and their Social Security number is** (*speak back).* **The client's MID number is** *(speak back MID).*		Captures name. ▪ continues on to capture 2nd form of identifying client information or ▪ has 2 forms of identifying data and now looks to validate data.

Validating Client Information

After MAVIS successfully captures (understands) the identifying information the user has entered, MAVIS searches for a matching client. This is called 'validating'.

If the client is found, MAVIS goes on to check the date of service.

If the client is not found or more than one client is found, MAVIS continues with one of these dialogues.

Client Not On File

MAVIS Dialogue	MAVIS Action
▪ **I am not finding client number (client MID speak back).** ▪ **I don't find a client with last name (client-last-name speak back), first name (client-first-name speak back) and the date of birth (date of birth speak back).** ▪ **I don’t fine a client with last name (*client-last-name speak back*), first name (*client-first-name speak back*) and Social Security number (*client-SSN speak back).*** ▪ **I don’t have a client with date of birth (*date-of-birth speak back*) and social security number (*client-SSN speak back*).**	

Multiple Matches

MAVIS Dialogue	User Action	MAVIS Action
More than one client exists for the combination entered.		
▪ **For assistance from a provider service representative, say *AGENT*.**	**Agent.**	MAVIS transfers call to PSR.
▪ **To go back to the top, say *START OVER***	**Start over.**	MAVIS goes to begin dialogue for call.
▪ **This inquiry requires assistance, but our office is closed [for the holiday/weekend]. Please call back Monday through Friday from 8:00 AM to 6:00 PM Mountain Time and we'll be happy to assist you.**	**Ends call.**	

Capturing Date-of-Service

The **FROM** date cannot be greater than one year in the past. The **TO** date cannot come before the **FROM** date. The **TO** date cannot be in the future.

FROM Date-of-Service

MAVIS Dialogue	User Action	MAVIS Action
Please say the FROM date-of-service. If it is today, say 'Today'.		
	(user speaks date or *TODAY*)	
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
FROM DOS is beyond one year from current date.		
▪ **The FROM date of service is greater than one year from current date. Please say the FROM date-of-service, for instance, June 14th, 2001.**		
▪ **I'm sorry I'm not allowed to access data that is greater than one year. Please say the FROM date-of-service, for instance, June 14th, 2001.**		
▪ **I just don't understand. Please hold while I transfer you to a Provider Service Representative.**		
FROM DOS is in the future		
▪ **The FROM date-of-service cannot be a future date. Please say the From-Date-of-Service, for instance, June 14th, 2001.**		
▪ **I'm sorry the FROM date-of-service cannot be a date greater than today's date . Please say the FROM date-of-service, for instance, June 14th, 2001.**		
▪ **I just don't understand. Please hold while I transfer you to a Provider Service Representative.**		

TO Date-of-Service

MAVIS Dialogue	User Action	MAVIS Action
Thank You. Is the TO date-of-service the same date?	**YES**	MAVIS goes to Eligibility dialogue.
	NO	MAVIS asks for TO date.
Please say the TO date-of-service. If it is today, say 'Today'	**(user speaks date or *TODAY*)**	
	(user speaks valid date)	MAVIS goes to check eligibility.
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
(Invalid)		
▪ **The TO date-of-service is invalid. Please say the TO date-of-service, for instance, June 14th, 2001.**		TO date & FROM date don't correspond
▪ **The TO date-of-service cannot be prior to the FROM date-of-service. Please say the TO date-of-service, for instance, June 14th, 2001**		
▪ **I just don't understand. Please hold while I transfer you to a Provider Service Representative**		
(Future date)		
▪ **The TO date-of-service cannot be a future date. Please say the TO date-of-service, for instance, June 14th, 2001**		Future date
▪ **I'm sorry the TO date-of-service cannot be a date greater than today's date. Please say the TO date-of-service, for instance, June 14th, 2001**		
▪ **I just don't understand. Please hold while I transfer you to a Provider Service Representative**		

FROM/TO Date of Service Time Out and/or Garbled

FROM/TO Date of Service Time Out Dialogue

I didn't get that. Please say the FROM/TO date-of-service, for instance, June 14th, 1957.

I didn't quite understand. Please say the FROM/TO date-of-service, for instance, June 14th, 1957.

I just don't understand. Please hold while I transfer you to a Provider Service Representative.

The user does not respond:

1st. The user is prompted to say the date again.

2nd. The user is prompted to say the date again.

3rd. The user is transferred to a PSR.

FROM/TO Date of Service Garbled Dialogue

I didn't get that. Please say the FROM/TO date-of-service, for instance, June 14th, 1957.

I still didn't get that. Please say the FROM/TO date-of-service, for instance, June 14th, 1957.

I just don't understand. Please hold while I transfer you to a Provider Service Representative.

MAVIS cannot understand the user:

1st. The user is prompted to say the date again and given an example.

2nd. The user is prompted to say the date again and given an example.

3rd. The user is transferred to a PSR.

Eligibility

Throughout the Eligibility dialogues, the user can ask that the retrieved data be faxed to them.

When the user selects ***FAX BACK***, MAVIS takes the current block of eligibility data to the Fax Back Dialogue. The user enters a fax number and MAVIS faxes the individual client's information to the user. The user can then return to eligibility and request new client information that can also be faxed.

MAVIS Dialogue	User Action	MAVIS Action
Eligibility and Healthy Connections	The eligibility option under client information has been selected. MAVIS must have Client identifying information and valid DOS.	
Please wait while I check Eligibility.		
(NOT eligible) **Client (*MID*) is not eligible for Medicaid benefits from (*FROM DOS*) to (*TO DOS*).**		
(Eligible) **Client** (*MID*) **is eligible for Medicaid benefits from** (*FROM DOS*) **to** (*TO DOS*)**....**		MAVIS only checks the dates the user asks for. Then goes to one of the following: ▪ Eligibility with Special Programs ▪ Another client ▪ Fax back
Another client? **Please say YES or NO**		
	YES	Back to the beginning of the client information section.
	NO	MAVIS gives the verification number and fax back option here and then returns to Client Information Menu

Eligibility with Special Programs Response

MAVIS Dialogue	MAVIS Action
If the client is on a **special program**	
…. with benefits restricted to Medicare paid services.	If this is the only segment returned for a client and the client is QMB (program code = 68)
…. with additional coverage for Medicare paid services.	If this is **not** the only segment returned for a client and the client is QMB (program code = 68)
…. with benefits restricted to pregnancy related services only.	If the client is PWC (program code = 67).
…. with benefits restricted to outpatient pregnancy related services only.	If the client has presumptive eligibility (program code = 66).
…. with benefits restricted to CHIP-B related services only.	If the client has CHIP-B eligibility (program code = 70).
…. with benefits restricted to Medicaid Basic Plan services only.	If the client has Medicaid Basic Plan eligibility (program code = 80, 82, 84, 86, 88).
If the client's eligibility spans **different program or segments**	
Client (*MID*) **is eligible for Medicaid benefits from** (B*EGIN*) **to** (*END*)**.**	If the FROM and TO date-of-services span eligibility segments.
(QMB) **…. with benefits restricted to Medicare co-insurance and deductible only from** B*EGIN*) **to** (*END*)**.**	MAVIS will respond with up to 6 eligibility segments.
(PWC) **…. with benefits restricted to pregnancy related services only.**	
(PE) **…. with benefits restricted to outpatient pregnancy related services only.**	
(CHIP-B) **…. with benefits restricted to CHIP-B related services only.**	
(Medicaid Basic Plan) **… with benefits restricted to Medicaid Basic Plan services only.**	

Healthy Connections Response

MAVIS Dialogue	MAVIS Action
If the client is eligible under Healthy Connections, the system responds with the appropriate Managed Care message. After Healthy Connections information, MAVIS moves on to other limitations. See Long Term Care Eligibility, Other Insurance, and Lock-in Response dialogues.	
Client *(MID)* **is enrolled in Healthy Connections** ▪ **with the organization** (*MCO-NAME or CLINIC/PRACTICE NAME*) ▪ **whose phone number is** (*PHONE NUMBER or CLINIC/PRACTICE NUMBER*) ▪ **the primary care provider name is** *(NAME or IS NOT AVAILABLE)* ▪ **and the phone number is** (*PHONE NUMBER or NOT AVAILABLE*)	If the MCO and PCP name messages have been recorded and placed on file, the message will be spoken. If the name message is not found, the name will be spoken using Text-To-Speech tools.
Client (*MID*) **is a Healthy Connections client with multiple providers for the dates of service. For assistance from a provider service representative, say *AGENT*.**	The client has more than one Healthy Connections Provider for DOS during EDS business hours.
▪ **Client** (M*ID*) **is a Healthy Connections client with multiple providers for the dates of service. Further information is not available, because our office is closed** [for the holiday/weekend]**. Please call back Monday through Friday from 8:00 AM to 6:00 PM Mountain Time and we'll be happy to assist you.** ▪ **Client** (*MID*) **is a Healthy Connections client with multiple providers for the dates of service. Further information is not available, because our office is closed for the day. Please call back Monday through Friday from 8:00 AM to 6:00 PM mountain time and we'll be happy to assist you.**	The client has more than one Healthy Connections Provider for DOS but it is after hours or a holiday.

Long Term Care Eligibility, Other Insurance and Lock-in Response

MAVIS Dialogue	MAVIS Action
If long term care eligibility, other insurance or lock-in are present the following messages are spoken, depending on whether long term care eligibility, other insurance only, lock-in only, or all three	
Client *(MID)* **has Long Term Care Eligibility**	
Client *(MID)* **has other insurance.**	
Client *(MID)* **has lock-in.**	
Emergency Services Response	
▪ **Client** (*MID)* **is authorized for documented emergency services only. For assistance from a provider service representative, say *AGENT*.**	The client is locked into emergency services for any portion of the dates of service entered.
▪ **"Client** (*MID)* **is authorized for documented emergency services only. This inquiry requires assistance, but our office is closed** *(for the holiday/weekend)***. Please call back Monday through Friday from 8:00 AM to 6:00 PM Mountain Time and we'll be happy to assist you.**	
▪ **Client** (*MID)* **is authorized for documented emergency services only. This inquiry requires assistance, but our office is closed for the day. Please call back Monday through Friday from 8:00 AM to 6:00 PM Mountain Time and we'll be happy to assist you.**	
Hospice Services Response	
▪ **Client** (M*ID)* **is authorized for hospice services only. For assistance from a provider service representative, say *AGENT*.**	The client is locked into hospice services for any portion of the dates of service entered.
▪ **Client** (*MID)* **is authorized for hospice services only. This inquiry requires assistance, but our office is closed** (for the holiday/weekend)**. Please call back Monday through Friday from 8:00 AM to 6:00 PM Mountain Time and we'll be happy to assist you.**	
▪ **Client** (*MID)* **is authorized for hospice services only. This inquiry requires assistance, but our office is closed for the day. Please call back Monday through Friday from 8:00 AM to 6:00 PM mountain time and we'll be happy to assist you.**	

Eligibility Verification Number

Once the provider submits a request and MAVIS responds with an eligibility response, an eligibility verification number is returned that verifies the client is eligible.

MAVIS Dialogue	User Action	MAVIS Action
The client's card number is *(MID)***.** **Your Eligibility Verification number is** *(ELIG VERIFICATION NUM)***.** **Would you like that repeated?** **Please say Yes or No.**		Card number is available.
Your Eligibility Verification number is *(ELIG VERIFICATION NUM)***.**	**YES**	MAVIS repeats number and continues to next dialogue.
	NO	MAVIS continues to next dialogue.
The client's card number is not available. **Your Eligibility Verification number is** *(ELIG VERIFICATION NUM)***.** **Would you like that repeated?** **Please say *YES* or *NO*.**		No card number is available.
Would you like this information faxed to you?		
	YES	Go to Fax Back dialogue.
	NO	Continue to try another client.
Another client? **Please say *YES* or *NO***		
	YES	Go back to the beginning of the client information section.
You may say another option or return to the Main Menu by saying *START OVER.* **For assistance from a provider service representative, say *AGENT*.** **If this concludes your call, you may hang up.**	**NO**	

Other Insurance (TPR)

Initial Other Insurance Dialogue

MAVIS Dialogue	User Action	MAVIS Action
		If the user comes directly to this option. MAVIS starts with Capture Provider Number and Client Number.
Same Client? **Please say *YES* or *NO*.**		If the user has jumped from eligibility, lock-in, or other insurance.
	NO	Go to Capture client and discard dates.
	YES	
Use the same dates of service? **Please say *YES* or *NO*.**		
	NO	Go to Capture dates.
	YES	
Please wait while I get that for you.		Go to Insurance Responses
Another client? **Please say Yes or No.**		
To return to the Main Menu, say 'Start Over'. **For assistance from a provider service representative, say 'Agent'.** **If this concludes your call, you may hang up.**	**NO**	
	YES	Go to top of Other Insurance and repeat.

Other Insurance Responses

MAVIS Dialogue	MAVIS Action
Not Insured	
Client number *(MID)* **is not insured by another carrier from** *(FROM DOS)* **to** *(TO DOS)***.**	The client does **not** have an insurance policy with another insurance company.
Number of Insurance Carriers	
The client *(MID)* **has insurance policies with** *(NUM)* **carrier(s)."**	The client has more than one insurance carrier.
Coverage	
The client *(MID)* **has:** *(COVERAGE CODE MESSAGE)* **with** *(CLIENT-OI-COMPANY-NM)* **from** *(FROM DOS)* **to** *(TO DOS)* **Bill primary insurance first.**	The system tells the user the client's other insurance carriers: ▪ coverage code ▪ resource name ▪ policy number ▪ subscriber number ▪ group number If the resource code is on the list of the 100 most frequently used resource codes, the system speaks the recorded company name.
The client (*MID)* has: *(COVERAGE-CODE MESSAGE)* **with** *(Text-To-Speech Company Name)***.** **For assistance from a provider service representative, say *AGENT*.** **For the main menu, say *START OVER*.**	If the insurance company name is not on the list, the system speaks the dialogue depending on whether it is during business hours, after hours, or a holiday.
The policy number is *(POLICY-NO or not available)* **The subscriber number is** *(SUBSCR-NO or NOT AVAILABLE)* **And the group number is** *(GROUP-NO or NOT AVAILABLE)*	Then the system speaks the policy number, subscriber number and group number. If the system has information for another insurance carrier, it pauses to give the user a chance to record the information from the last response.

Lock-in

Initial Lock-in Dialogue

MAVIS Dialogue	User Action	MAVIS Action
Lock-in		If necessary Capture Provider Number Or Jumped from Lock-In or Other Insurance
Use the Same Dates of Service? **Please say *YES* or *NO*.**		
	Yes	Capture Client and use DOS from last inquiry
	No	Capture Client and Capture DOS
Please wait while I get that for you.		

Lock-in Response

MAVIS Dialogue	User Action	MAVIS Action
Client number *(MID)* **is not locked-in** *(FROM DOS)* **to** *(TO DOS)***.**		
Client number *(MID)* **is locked in** *(FROM DOS)* **to** *(TO DOS)***.** **For assistance from a provider service representative, say *AGENT*.** **For the main menu, say *START OVER*.**		During EDS business hours.
▪ **Client number** *(MID)* **is locked-in** *(FROM DOS)* **to** *(TO DOS)***. Further information is not available, because our office is closed** *(for the holiday/weekend)***. Please call back Monday through Friday from 8:00 AM to 6:00 PM Mountain Time and we'll be happy to assist you, or for the main menu, say *START OVER*.** ▪ **Client number** *(MID)* **is locked-in** *(FROM DOS)* **to** *(TO DOS)***. Further information is not available, because our office is closed for the day. Please call back Monday through Friday from 8:00 AM to 6:00 PM mountain time and we'll be happy to assist you.**		Messages are for after hours, weekend, or a holiday.
Another client? **Please say *YES* or *NO*.**		
	YES	Return to Lock-In.
You may say another option, or return to the Main Menu by saying *START OVER*. **For assistance from a provider service representative, say *AGENT*.** **If this concludes your call, you may hang up.**	**NO**	

Long Term Care Eligibility

Before MAVIS can determine LTC eligibility, the system must capture and validate the following:

- provider number
- client information
- dates of service

Long Term Care Eligibility Response

MAVIS Dialogue	MAVIS Action	
	Capture and validate antecedent data.	
Please wait while I check Long Term Care Eligibility.		
Client *(MID)* **is not eligible for Long Term Care benefits from** *(FROM DOS)* **to** *(TO DOS)***.**	▪ Client is **not** eligible for Medicaid and therefore **not** for LTC on DOS ▪ Client **is** eligible for Medicaid **but not** LTC on DOS	
Client *(MID)* **is eligible for Long Term Care benefits from** *(FROM DOS)* **to** *(TO DOS)* **with provider** *(PROVIDER NAME)***.**	The client is eligible. Only responds for requested dates.	
Client *(MID)* **has multiple Long Term Care segments. This response requires additional assistance from a provider service representative. To speak to one, say *AGENT*.** **You may say another option, or return to the Main Menu by saying *START OVER*.**	The client is eligible for LTC services across multiple segments.	
▪ **Client** *(MID)* **has multiple Long Term Care segments. This inquiry requires assistance, but our office is closed for the** *(holiday/weekend)***. Please call back Monday through Friday from 8:00 AM to 6:00 PM Mountain Time and we'll be happy to assist you.** ▪ **Client** *(MID)* **has multiple Long Term Care segments. This inquiry requires assistance, but our office is closed for the day. Please call back Monday through Friday from 8:00 AM to 6:00 PM mountain time and we'll be happy to assist you.**	Office closed for the weekend/holiday or day.	
Another client? Please say *YES* or *NO*		
	Yes	Back to the beginning of the client information section.
You may say another option, or return to the Main Menu by saying 'Start Over'. **For assistance from a provider service representative, say 'Agent'.** **If this concludes your call, you may hang up.**	**No**	

Service Limits

The service limits transaction tells the provider if a particular procedure code has been exhausted or not on the Date of Service (DOS) they enter. The provider also finds out what EOB has been exhausted and when the last date of service was performed.

Effective October 20, 2003, the provider will be asked if the billing provider is the same as the initial provider entered when they save the service limit they are calling about is for a procedure code. This is because of changes related to HIPAA. Because some State only codes were mapped to National codes the same National codes could be mapped to several different State only codes. In order to distinguish between these codes, we use the provider specialty of the billing provider number.

Also effective October 20, 2003, the provider could be asked for one 2-digit modifier. If there is more than one National code for a specific specialty, a modifier could be asked for to further drill down the procedure code to see if it has been exhausted.

MAVIS captures the provider number and security code before beginning this dialogue after the provider says *Service Limits.*

For **audit A54** – if a procedure code used in this audit is spoken – then MAVIS asks for Dollars.

The following audits are **not** looked for by MAVIS:

A52	B07	B46	C34
A58	B08	B47	C35
A67	B11	B48	
	B30	B53	
	B31	B57	
	B43	B61	
	B45	B74	

Billing Provider Number Dialogue

MAVIS Dialogue	User Action	MAVIS Action
Is the billing provider number the same as the initial provider number?	Yes or No response.	
	Says Yes.	Captures the provider number and saves the provider specialty
	Says No.	When the answer is no then you will be asked to enter the billing provider number,
(Timed out)	User doesn't respond	
(Garbled)		
Please say the Billing Provider Number.	User not understood	See time out
	Provider speaks the billing provider number.	See garbled
		Captures the provider number and saves the provider specialty

Initial Procedure Code Dialogue (This includes State codes up to Oct. 19, 2003)

MAVIS Dialogue	User Action	MAVIS Action
Please say the Procedure Code.	Says procedure code.	
Thank you. I have the Procedure Code as *(SPEAK BACK)***. Is that correct?**		Captures code.
	NO	return to the top of this routine
	YES	retrieve DOS
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
Please say the date-of-service. **If it is today, say Today.**		Captures date.
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
		System captures and validates code and DOS.
Please wait while your request is verified.		Validates Procedure Code information.
		Returns information on code.
		Asks for new code or return to Main Menu.

Initial Procedure Code Response – State code entered with DOS after 10/19/03.

MAVIS Dialogue	User Action	MAVIS Action
Please say the Procedure Code.	User enters in a State only procedure code that is no longer valid.	
State Codes may no longer be used. Please enter a National Procedure Code.		

National code entered with DOS after 10/19/03 using the provider specialty.

MAVIS Dialogue	User Action	MAVIS Action
Please say the Procedure Code.	User enters a National code that translates into several different old State only codes.	
		If each of the old State codes has a separate provider specialty then the provider specialty from the billing provider will be used to identify if the procedure code is valid.
Please say the two-character modifier.		If each old State only code has multiple provider specialties then a modifier will be needed.
	Provider enters in a valid 2-character modifier.	
I have the modifier as (speak it back). Is that correct?	Provider answers Yes or No. Yes response will allow the transaction to continue. A no response will ask you if you would like to reenter it.	
Please hold while I transfer you to a Provider Service Representative.		If MAVIS finds a code that requires multiple modifiers they are transferred to a PSR.

Initial Service Limits Dialogue

MAVIS Dialogue	User Action	MAVIS Action
		Capture and validate antecedent data.
Please say the number of units.	**(number of units)**	
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
Thank you. I have the amount of units as *(units)***.** **Is that correct?**	**(valid response)**	
	No	Return to the units question.
	Yes	Continue to the service limits response
Please wait while your request is verified.		

Service Limits Response

MAVIS Dialogue	User Action	MAVIS Action
(Not exhausted) **The Client has NOT exhausted services for the** *(procedure code or revenue code)* **on the date of service entered.** **Verification is for** *XX/XX/XXXX* **at** *HH:MM am/pm***.**		
(Exhausted) **The client has exhausted services for the** *(procedure code or revenue code)* **on the date of service entered."** **EOB (**XXX) (EOB description). {list all EOBs that are found} **The last service date was** *(LAST DOS)***.** **Verification is for XX/XX/XXXX at HH:MM am/pm.**		
Another code? **Please say *YES* or *NO*.**		Returns to top of service limits menu.
Another client? **Please say *YES* or *NO*.**		Returns to top of service limits menu
	YES	Go back to the beginning of the client information section
	NO	Continue.
Would you like this information faxed to you?		
	YES	Go to Fax Back dialogue.
	NO	Continue.
You may say another option, or return to the Main Menu by saying 'Start Over'. **For assistance from a provider service representative, say 'Agent'.** **If this concludes your call, you may hang up.**		

(Correct entry) **Thank you. I have the dollar amount as (***speak it back***). Is that correct?**

(No) Return to the dollars question and have them restate it.

(yes) Continue on to the service limits response.

Units Time Out and/or Garbled

MAVIS Dialogue	User Action	MAVIS Action
Units Time Out Dialogue		
I didn't get that. Please say the number of units again. **I still didn't get that. Please say the number of units again.** **I'm sorry. I just don't understand. Please hold while I transfer you to a Provider Service Representative.**	The user does not respond:	1st. The user is prompted to say the number of units again. 2nd. The user is prompted to say the number of units again. 3rd. The user is transferred to a PSR.
Units Garbled Dialogue		
I didn't quite understand. Please say the number of units again. **I still didn't understand. Please say the number of units again.** **I'm sorry. I just don't understand. Please hold while I transfer you to a Provider Service Representative.**	MAVIS cannot understand the user:	1st. The user is prompted to say the number of units again. 2nd. The user is prompted to say the number of units again. 3rd. The user is transferred to a PSR.

Dollars Amount Time Out and/or Garbled

MAVIS Dialogue	User Action	MAVIS Action
Dollars Amount Time Out Dialogue	The user does not respond:	
I didn't get that. Please say the amount in dollars and cents.	1st.	The user is prompted to say the number of units again.
I didn't quite understand. Please say the amount, for instance, five dollars and 98 cents.	2nd.	The user is prompted to say the number of units again.
I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.	3rd.	The user is transferred to a PSR.
Dollars Amount Garbled Dialogue	MAVIS cannot understand the user:	
I didn't quite understand. Please say the amount in dollars and cents.	1st.	The user is prompted to say the number of units again.
I still didn't understand. I still didn't understand. Please say the amount, for instance, five dollars and 98 cents.	2nd.	The user is prompted to say the number of units again.
I'm sorry. I just don't understand. Please hold while I transfer you to a Provider Service Representative.	3rd.	The user is transferred to a PSR.

Billing Provider Number Time Out and/or Garbled

MAVIS Dialogue	User Action	MAVIS Action
Billing Provider Number Time Out Dialogue	The user does not respond:	
I didn't get that. Please say your number one digit at a time.	1st.	The user is prompted to say the billing provider number again.
I still didn't get that. Please say the billing provider number 1-digit at a time.	2nd.	The user is prompted to say the billing provider number again.
Please hold while I transfer you to a Provider Service Representative.	3rd.	The user is transferred to a PSR.
Billing Provider Number Garbled Dialogue	MAVIS cannot understand the user:	
I didn't quite understand. Please say your number one digit at a time.	1st.	The user is prompted to say the billing provider number again.
I still didn't understand. Please say the billing provider number 1-digit at a time.	2nd.	The user is prompted to say the billing provider number again.
I'm sorry, I just don't understand. We seem to be having trouble. Can I offer you some hints?	3rd.	The user is sent to the help menu.

Modifier Time Out and/or Garbled

MAVIS Dialogue	User Action	MAVIS Action
Modifier Time Out Dialogue	The user does not respond:	
I didn't get that. Please say the modifier.	1st.	The user is prompted to say the modifier code again.
I still didn't get that. That modifier is not valid. Please say two-character modifier.	2nd.	The user is prompted to say the modifier code again.
Please hold while I transfer you to a Provider Service Representative.	3rd.	The user is transferred to a PSR.
Modifier Garbled Dialogue	MAVIS cannot understand the user:	
I didn't quite understand. Please say the modifier.	1st.	The user is prompted to say the billing provider number again.
I still didn't understand. That modifier is not valid. Please say two-character modifier.	2nd.	The user is prompted to say the billing provider number again.
I'm sorry I just don't understand. Please hold while I transfer you to a Provider Service Representative.	3rd.	The user is transferred to a PSR.

Hints for Procedure code and Billing provider number

MAVIS Dialogue	User Action	MAVIS Action
	The user is asked if they want hints and they respond that NO they do not want a hint.	
Please hold while I transfer you to a Provider Service Representative.		
	The user is asked if they want hints and they respond that YES they do want a hint.	
The entry you are attempting is all numeric. Speak each number 1 digit at a time. You might also try using the touch-tone keypad and press pound sign at the end of the entry.		For the billing provider, MAVIS goes to the all numeric section of help.
The entry you are attempting may be all numbers, or it may be a combination of letters and numbers. **Touch-tone is not available for alphanumeric entry.** **There are length requirements for these two possibilities.** ▪ **Message codes are three characters long.** **Procedure codes are five characters long.**		For the procedure code, MAVIS goes to the procedure and message code section of help.

Claims Information

Initial Claims Information Dialogue

MAVIS Dialogue	User Action	MAVIS Action
Claims information. **What kind of kind of claims information can I get for you?** ▪ **Claim Status** ▪ **Procedure Code** ▪ **National Drug Code** ▪ **Revenue Code** ▪ **Message Code (or)** ▪ **Prior Authorization**	**(User speaks any option at any time)**	There is a pause after each option to allow the user to select. When the user selects an option the system goes to that option. (The PA option listed here gives the same information as is found under Client Information.)
Which option would you like?		
▪ **Say *Repeat* to hear this list again,**	***Repeat***	List is repeated.
▪ **For assistance from a provider service representative, say *Agent*.**	***Agent***	User is routed to the PSR call line.
▪ **For more detailed instructions, say *Help*.**	***Help***	User is routed to Help.
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled

Claim Status

Initial Claims Status Dialogue

If a claim with more than one reference number with the same billed amount is located, MAVIS will provide the most current claim information.

MAVIS Dialogue	User Action	MAVIS Action
		Capture provider number
Do you have the ICN for this claim?		
	NO	Move to Capture Claim Information
	YES	continue
Please say the ICN, one digit at a time.		
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
	Enters ICN	Correct entry
Thank you. I have the ICN as *(ICN)***.** **Is that correct?**		
	NO	Return to the top of this routine.
Please wait while I get that for you.	**YES**	Continue

ICN Time Out and/or Garbled

ICN Time Out Dialogue

I didn't get that. Please say the ICN one digit at a time.

I'm sorry, I didn't understand. Please enter the fifteen-digit claim number noted as ICN on the Remittance Advice using the telephone keypad.

I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.

The user does not respond:

1st. The user is prompted to say the ICN again.

2nd. The user is prompted to say the ICN again.

3rd. The user is transferred to a PSR.

ICN Garbled Dialogue

I didn't quite understand. Please say the ICN, one digit at a time.

I'm sorry, I didn't understand. Please enter the fifteen-digit claim number noted as ICN on the Remittance Advice using the telephone keypad.

I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.

MAVIS cannot understand the user:

1st. The user is prompted to say the ICN again.

2nd. The user is prompted to say the ICN again.

3rd. The user is transferred to a PSR.

ICN Response

MAVIS Dialogue	MAVIS Action
I can't seem to find ICN *(ICN)***.**	No ICN match is found.
ICN *(ICN)* **was** *(STATUS)* **on** *(DOS)***.**	If the ICN entered has a valid status code one of the following status messages is given followed by the date of service: ▪ Paid ▪ Denied ▪ Suspended for manual review ▪ Approved to pay ▪ Reversed through POS ▪ Voided
The claim paid amount is *(PAID $$)***.**	If the status is PAID, the amount paid is given.
(ICN status not found)	
▪ **This response requires assistance from a provider service representative. For assistance from a provider service representative, say 'Agent'. For the main menu, say 'Start Over'.** ▪ **"This inquiry requires assistance, but our office is closed [for the holiday/weekend]. Please call back Monday through Friday from 8:00 AM to 6:00 PM Mountain Time and we'll be happy to assist you. For the main menu, say 'Start Over'."** **You may say another option, or return to the Main Menu by saying *START OVER*.** **For assistance from a provider service representative, say *AGENT*.** **If this concludes your call, you may hang up.**	Regular business hours or Holiday/weekend

Initial Capture Claim Dialogue

If the user does not have an ICN, the user can use Capture Claim Information. Before MAVIS can determine claims status, the system must capture and validate the following:

- provider number
- client number
- date-of-service

If a claim with more than one reference number with the same billed amount is located, MAVIS will provide the most current claim information.

MAVIS Dialogue	User Action	MAVIS Action
		Capture: provider number, client number, & date-of-service
Please speak the billed amount for client Medicaid identification number *(MID),* **in dollars and cents.**		
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
	(valid dollar amount)	Correct entry
The Billed Amount I have is *(DOLLARS AND CENTS)* **Is that correct?**		
	NO	Return to the top of this routine.
Please wait while your request is verified	**YES**	Continue

Dollar Amount Time Out and/or Garbled

Dollar Amount Time Out Dialogue

I didn't get that. Please speak the billed amount for this claim for instance, $5.98.

I'm sorry, I didn't understand. Please enter the amount of this claim for instance, $5.98, using the telephone keypad.

I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.

The user does not respond:

1st. The user is prompted to say the dollar amount again.

2nd. The user is prompted to say the dollar amount again.

3rd. The user is transferred to a PSR.

Dollar Amount Garbled Dialogue

I didn't quite understand. Please speak the billed amount for this claim for instance, $5.98.

I'm sorry, I didn't understand. Please enter the amount of this claim for instance, $5.98 using the telephone keypad.

I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.

MAVIS cannot understand the user:

1st. The user is prompted to say the dollar amount again.

2nd. The user is prompted to say the dollar amount again.

3rd. The user is transferred to a PSR.

Claim Capture Response

MAVIS Dialogue	MAVIS Action	
There are no claims found for provider *(PIN)* **and client** *(MID)* **from** *(DOS)* **through** *(DOS)* **for billed amount** *(BILLED $$)***.**	No ICN match is found.	
The claim for provider *(PIN)* **and client** *(MID)* **was** *(STATUS)* **on** *(DOS)***.**	Status code **found**. If the ICN entered has a valid status code one of the following status messages is given followed by the date of service: ▪ Paid ▪ Denied ▪ Suspended for manual review ▪ Approved to pay ▪ Reversed through POS ▪ Voided	
The claim paid amount is *(PAID $$)***.**	If the status is PAID, the amount paid is given.	
The claim for provider *(PIN)* **and client** *(MID)***, is in process.**	Status code **blank**.	
▪ **This response requires assistance from a provider service representative. For assistance from a provider service representative, say *AGENT*. For the main menu, say *START OVER*.**	Status code **not found**. Regular business hours	
▪ **"This inquiry requires assistance, but our office is closed for the** *(holiday/weekend)***. Please call back Monday through Friday from 8:00 AM to 6:00 PM Mountain Time and we'll be happy to assist you. For the main menu, say *START OVER*.**	Holiday/weekend	
Another claim? Please say *YES* or *NO*.		
	Yes	Repeat process.
	No	Prompt for other option, main menu, or agent.
You may say another option, **or return to the Main Menu by saying *START OVER*.** **For assistance from a provider service representative, say *AGENT*.**		
▪		

Message Codes (EOB)

Initial Message Code Dialogue

MAVIS Dialogue	User Action	MAVIS Action
Message Codes		
Please say the EOB message code.	**User speaks EOB code number.**	
I have the EOB message Code as *(EOB MESSAGE)***. Is that correct?**		
	YES	
Please wait while I look up that information.		
	NO	Return to the top of this routine
Would you like to reenter it?	**YES**	return to the top of this routine
	NO	fall through to Main Menu message at bottom
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled

Message Code Response

MAVIS Dialogue	User Action	MAVIS Action
I can't seem to find that message code *(EOB CODE)***.**		Match is not found.
Another Message code? Please say *YES* or *NO*.		
	Yes	Repeat process.
	No	Prompt for other option, main menu, or agent.
Message code *(EOB CODE)* **is** *(EOB DESCRIPTION)***.**		Match is found.
Another Message code? Please say *YES* or *NO*.		
	Yes	Repeat process.
	No	Prompt for other option, main menu, or agent.
You may say another option,		
or return to the Main Menu by saying *START OVER*.		
For assistance from a provider service representative, say *AGENT*.		

Message Code Time Out and/or Garbled

Message Code Time Out Dialogue

I didn’t get that. Please say each character one at a time.

I still didn’t get that. Please say the EOB message Code.

I’m sorry, I am having difficulties identifying the EOB message code. Please hold while I transfer you to a Provider Service Representative.

The user does not respond:

1st. The user is prompted to say the EOB number again.

2nd. The user is prompted to say the EOB number again.

3rd. The user is transferred to a PSR.

Message Code Garbled Dialogue

I didn't quite understand. Please say each character one at a time.

I still don’t understand. Please say the EOB message Code.

I’m sorry, I am having difficulties identifying the EOB message code. Please hold while I transfer you to a Provider Service Representative.

MAVIS cannot understand the user:

1st. The user is prompted to say the EOB number again.

2nd. The user is prompted to say the EOB number again.

3rd. The user is transferred to a PSR.

National Drug Code Coverage (NDC)

Initial National Drug Code Coverage Dialogue

MAVIS Dialogue	User Action	MAVIS Action
National drug code coverage.		#Capture Provider Number# , #Capture NATIONAL DRUG CODE#)
Please say the National Drug Code or NDC.		
Thank you. I have the National Drug Code as *(NDC CODE)***. Is that correct?**		
	NO	return to the top of this routine
	YES	retrieve DOS
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
Please say the date-of-service. **If it is today, say Today.**		
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
Please wait while your request is verified.		

NDC Response – Code not found

MAVIS Dialogue	User Action	MAVIS Action
I can't seem to find that National Drug Code. National Drug Code *(NDC CODE)* **is not on file.** **Another National Drug Code? Please say *YES* or *NO*** **You may say another option, or return to the Main Menu by saying *START OVER*.** **For assistance from a provider service representative, say *AGENT*.** **If this concludes your call, you may hang up.**		
	Yes	Return to beginning of Initial National Drug Code Coverage Dialogue
	No	

NDC Response – Status I or R

MAVIS Dialogue	User Action	MAVIS Action
Status I		
Inactive drug. Please call the Department of Health and Welfare pharmacy consultant at 208-364-1829.		
Status R		
National Drug Code *(NDC CODE)* **suspends for review. Please submit on the State of Idaho paper pharmacy claim form. Injectables require documentation stating the place of administration.**		
Another National Drug Code? Please say *YES* or *NO*		
	Yes	Return to beginning of Initial National Drug Code Coverage Dialogue
You may say another option, or return to the Main Menu by saying *START OVER*.	**No**	
For assistance from a provider service representative, say *AGENT*.		
If this concludes your call, you may hang up.		

NDC Response – Covered Response

MAVIS Dialogue	User Action	PAC Code
▪ **Prior authorization is required.** ▪ **No prior authorization is required.**		If the NATIONAL DRUG CODE number is on file, the system replies with the following message depending on the prior authorization indicator.
National Drug Code *(NDC CODE)* **is covered only when a prescriber signs the "dispense as written" line of the prescription.**		PAC D
National Drug Code *(NDC CODE)* **is covered for** *(DOS)***.**		PAC 1, 3, 5 or A
National Drug Code *(NDC CODE)* **suspends for review by the pharmacy consultant and is payable only as a component of compounded prescriptions. Submit batch electronic claims or State of Idaho paper pharmacy claim form.**		PAC 4
Please call the Department of Health & Welfare Pharmacy Consultant 208-364-1829.		PAC R
National Drug Code *(NDC CODE)* **suspends for pricing verification. Submit batch electronic claims or State of Idaho paper pharmacy claim forms.**		PAC 6
This is a federal upper limit product. Payment is based on the lower of usual and customary or FUL price unless prescriber certification of "Brand Medically Necessary" is met.		PAC 2
The package size is *(NDC CODE) (NDC UNIT DESC)***. The minimum quantity is** *(MIN QTY)* **and the maximum quantity is** *(MAX QTY)* **and was last updated on** *(LAST CHANGE DATE ON HEADER)***.**	Message spoken for all PAC codes (D, 1, A, R, 6 and 2) except PAC code 4.	
Another National Drug Code? Please say *YES* or *NO*		
	Yes	Return to beginning of Initial NDC Dialogue
You may say another option, or return to the Main Menu by saying *START OVER*. **For assistance from a provider service representative, say *AGENT*.** **If this concludes your call, you may hang up.**	**No**	

NDC Response – NOT Covered Response

MAVIS Dialogue	User Action	PAC Code
National Drug Code *(NDC CODE)* **is not covered on** *(DOS)***.**		PAC 9
National Drug Code *(NDC CODE)* **is an over-the-counter product and is not covered on** *(DOS)***.**		PAC O
National Drug Code *(NDC CODE)* **is no longer valid. Please rebill with the manufacturer's new National Drug Code.**		PAC I
National Drug Code *(NDC CODE)* **is not covered on** *(DOS)* **because no rebate agreement is available with the manufacturer.**		PAC H
National Drug Code *(NDC CODE)* **is a medical supply National Drug Code and is not covered on** *(DOS)***.**		PAC N
National Drug Code *(NDC CODE)* **is a DESI drug and is not covered on** *(DOS)***.**		PAC F
National Drug Code *(NDC CODE)* **manufacturer product is not available and is not covered on** *(DOS)***.**		PAC M
Another National Drug Code? Please say *YES* or *NO*		
	Yes	Return to beginning of Initial National Drug Code Coverage Dialogue
You may say another option, or return to the Main Menu by saying *START OVER*. **For assistance from a provider service representative, say *AGENT*.** **If this concludes your call, you may hang up.**	**No**	

NDC Time Out and/or Garbled

NDC Time Out Dialogue

I didn't get that. Please say the eleven-digit National Drug Code. Please say your number one digit at a time.

I didn't quite understand. Please enter the eleven-digit National Drug Code using the telephone keypad.

I'm sorry, I still didn't quite understand. Please hold while I transfer you to a Provider Service Representative.

The user does not respond:

1st. The user is prompted to say the code again.

2nd. The user is prompted to say the code again.

3rd. The user is transferred to a PSR.

NDC Garbled Dialogue

Please say the National Drug Code again. Please say your number one digit at a time.

I didn't quite understand. Please enter the 11 digit National Drug Code using the telephone keypad.

I'm sorry, I still didn't quite understand. Please hold while I transfer you to a Provider Service Representative.

MAVIS cannot understand the user:

1st. The user is prompted to say the code again.

2nd. The user is prompted to say the code again.

3rd. The user is transferred to a PSR.

DOS Time Out and/or Garbled

DOS Time Out Dialogue

I didn't get that. Please say the Date of Service, for instance, June 14th, 2001.

I still didn't get that. Please say the Date of Service, for instance, June 14th, 2001.

I just don't understand. Please hold while I transfer you to a Provider Service Representative.

The user does not respond:

1st. The user is prompted to say the DOS again.

2nd. The user is prompted to say the DOS again.

3rd. The user is transferred to a PSR.

DOS Garbled Dialogue

I'm sorry, I didn't quite understand. Please say the Date of Service, for instance, June 14th, 2001.

I still didn't quite understand. Please say the Date of Service, for instance, June 14th, 2001.

I didn't quite understand. Please hold while I transfer you to a Provider Service Representative.

MAVIS cannot understand the user:

1st. The user is prompted to say the DOS again.

2nd. The user is prompted to say the DOS again.

3rd. The user is transferred to a PSR.

Common National Drug Code Unit Descriptions

If a value not listed below is sent to MAVIS it will render the National Drug Code unit descriptions using Text-To-Speech.

NDC Unit Description	Spoken Message
(no value – space)	Nothing spoken back
CAP	Capsule
TAB	Tablet
EA	Each
ML	Milliliter
GM	Gram
SUP	Suppositories
PFV	Vial
TDP	Patch
AHF	Units
CAO	Delete – if one comes in say Capsule
CCS – should be CC	Milliliter
CTB	Delete – if one comes in say Tablet
EA1	Delete – if one comes in say Each
EAA	Delete – if one comes in say Each
EAC	Delete – if one comes in say Each
GMG	Delete – if one comes in say Gram
GMS	Delete – if one comes in say Gram
KIT	Kit
MG	Milligrams
MLM	Delete – if one comes in say Milliliter
MM	Delete – if one comes in say Milliliter
PA	Delete
PAC	Delete – if one comes in say Each
PAT	Transdermal Patch
PTC	Transdermal Patch
SWB	Swab
TD	Transdermal Patch
TR	Delete
UNI	Unit

Procedure Codes

The procedure code transaction tells the provider if a particular procedure code is covered on the Date of Service (DOS) they enter. The provider also finds out if the code needs PA, or will pend for manual price.

Effective October 20, 2003, the provider will be asked if the billing provider is the same as the initial provider entered. This is because of changes related to HIPAA. Because some State only codes were mapped to National codes the same National codes could be mapped to several different State only codes. In order to distinguish between these codes, we use the provider specialty of the billing provider number.

Also effective October 20, 2003, the provider could be asked for one 2-digit modifier. If there is more than one National code for a specific specialty, a modifier could be asked for which drills down further if the procedure code will be covered for the provider calling.

MAVIS captures the provider number and security code before beginning this dialogue after the provider says *Procedure Code*

Billing Provider Number Dialogue

MAVIS Dialogue	User Action	MAVIS Action
Is the billing provider number the same as the initial provider number?	**Yes or No response.**	
	Says Yes. **Says No.**	Captures the provider number and saves the provider specialty
(Time Out)	**User doesn't respond**	See Time Out
(Garbled)	**User not understood**	See Garbled
Please say the Billing Provider Number.	**Provider speaks the billing provider number.**	Captures the provider number and saves the provider specialty.
(Time Out)	**User doesn't respond**	See Time Out
(Garbled)	**User not understood**	See Garbled

Initial Procedure Code Dialogue (This includes State codes up to Oct. 19, 2003)

MAVIS Dialogue	User Action	MAVIS Action
Please say the Procedure Code.	**Says procedure code.**	
Thank you. I have the Procedure Code as *(SPEAK BACK)***. Is that correct?**		Captures code.
	NO	return to the top of this routine
	YES	retrieve DOS
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
Please say the date-of-service. **If it is today, say Today.**		Captures date.
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
		System captures and validates code and DOS.
Please wait while your request is verified.		Validates Procedure Code information.
		Returns information on code.
		Asks for new code or return to Main Menu.

Initial Procedure Code Response – State code entered with DOS after 10/19/03.

MAVIS Dialogue	User Action	MAVIS Action
Please say the Procedure Code.	User enters in a State only procedure code that is no longer valid.	
State Codes may no longer be used. Please enter a National Procedure Code.		

National code entered with DOS after 10/19/03 using the provider specialty.

MAVIS Dialogue	User Action	MAVIS Action
Please say the Procedure Code.	User enters a National code that translates into several different old State only codes.	
		If each of the old State codes has a separate provider specialty then the provider specialty from the billing provider will be used to identify if the procedure code is valid.
Please say the two-character modifier.		If each old State only code has multiple provider specialties then a modifier will be needed.
	Provider enters in a valid 2-character modifier.	
I have the modifier as (speak it back). Is that correct?	Provider answers Yes or No. Yes response will allow the transaction to continue. A no response will ask you if you would like to reenter it.	
Please hold while I transfer you to a Provider Service Representative.		If MAVIS finds a code that requires multiple modifiers they are transferred to a PSR.

Procedure Code Response – code not found

MAVIS Dialogue	User Action	MAVIS Action
I don't seem to find Procedure Code *(PROC CODE)***.**		
Would you like to re-enter it?		
	YES	Return to beginning of Initial Procedure Code Dialogue.
	NO	Go to prompt for another code.
Another procedure code?		
Please say *YES* or *NO*.		
	YES	Return to beginning of Initial Procedure Code Dialogue.
You may say another option, or return to the Main Menu by saying *START OVER*.	**NO**	
For assistance from a provider service representative, say *AGENT*.		
If this concludes your call, you may hang up.		

Procedure Code Response – code not covered

MAVIS Dialogue	User Action	MAVIS Action
		The procedure code is not covered on dates of service.
Procedure Code *(PROC CODE* **is not covered on** *(DOS)***.**		PACs 9, P, and O.
Another procedure code? **Please say *YES* or *NO*.**		
	YES	Return to beginning of Initial Procedure Code Dialogue.
You may say another option, or return to the Main Menu by saying *START OVER*. **For assistance from a provider service representative, say *AGENT*.** **If this concludes your call, you may hang up.**	**NO**	

Procedure Code Response – code covered

MAVIS Dialogue	User Action	MAVIS Action
▪ **Prior authorization is required.** ▪ **No prior authorization is required.**		The system replies with the following message depending on the prior authorization indicator.
Procedure Code *(PROC CODE* **is covered on** *(DOS)***.**		Procedure codes with PACs 3, 4, A, V, R, and T.
Procedure Code *(PROC CODE* **is covered on** *(DOS)* **but will be subject to manual pricing review.**		Procedure codes with PACs 5 and 6.
Another procedure code? **Please say *YES* or *NO*.**		
	YES	Return to beginning of Initial Procedure Code Dialogue.
You may say another option, or return to the Main Menu by saying *START OVER*. **For assistance from a provider service representative, say *AGENT*.** **If this concludes your call, you may hang up.**	**NO**	

Procedure Code Time Out and/or Garbled

MAVIS Dialogue	User Action	MAVIS Action
Procedure Code Time Out Dialogue	The user does not respond:	
I didn't get that. Please say the Procedure Code.	1st.	The user is prompted to say the code again.
I didn't quite understand. Please say the Procedure Code. Say each character one at a time.	2nd.	The user is prompted to say the code again.
I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.	3rd.	The user is transferred to a PSR.
Procedure Code Garbled Dialogue	MAVIS cannot understand the user:	
I didn't quite understand. Please say the Procedure Code.	1st.	The user is prompted to say the code again.
I'm sorry. I didn't understand. Please say the Procedure Code. Say each character one at a time.	2nd.	The user is prompted to say the code again.
I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.	3rd.	The user is transferred to a PSR.

Billing Provider Number Time Out and/or Garbled

MAVIS Dialogue	User Action	MAVIS Action
Billing Provider Number Time Out Dialogue	The user does not respond:	
I didn't get that. Please say your number one digit at a time.	4th.	The user is prompted to say the billing provider number again.
I still didn't get that. Please say the billing provider number 1-digit at a time.	5th.	The user is prompted to say the billing provider number again.
Please hold while I transfer you to a Provider Service Representative.	6th.	The user is transferred to a PSR.
Billing Provider Number Garbled Dialogue	MAVIS cannot understand the user:	
I didn't quite understand. Please say your number one digit at a time.	4th.	The user is prompted to say the billing provider number again.
I still didn't understand. Please say the billing provider number 1-digit at a time.	5th.	The user is prompted to say the billing provider number again.
I'm sorry, I just don't understand. We seem to be having trouble. Can I offer you some hints?	6th.	The user is sent to the help menu.

Modifier Time Out and/or Garbled

MAVIS Dialogue	User Action	MAVIS Action
Modifier Time Out Dialogue	The user does not respond:	
I didn't get that. Please say the modifier.	4th.	The user is prompted to say the modifier code again.
I still didn't get that. That modifier is not valid. Please say two-character modifier.	5th.	The user is prompted to say the modifier code again.
Please hold while I transfer you to a Provider Service Representative.	6th.	The user is transferred to a PSR.
Modifier Garbled Dialogue	MAVIS cannot understand the user:	
I didn't quite understand. Please say the modifier.	4th.	The user is prompted to say the billing provider number again.
I still didn't understand. That modifier is not valid. Please say two-character modifier.	5th.	The user is prompted to say the billing provider number again.
I'm sorry I just don't understand. Please hold while I transfer you to a Provider Service Representative.	6th.	The user is transferred to a PSR.

Hints for Procedure code and Billing provider number

MAVIS Dialogue	User Action	MAVIS Action
	The user is asked if they want hints and they respond that NO they do not want a hint.	
Please hold while I transfer you to a Provider Service Representative.		
	The user is asked if they want hints and they respond that YES they do want a hint.	
The entry you are attempting is all numeric. Speak each number 1 digit at a time. You might also try using the touch-tone keypad and press pound sign at the end of the entry.		For the billing provider, MAVIS goes to the all numeric section of help.
The entry you are attempting may be all numbers, or it may be a combination of letters and numbers. **Touch-tone is not available for alphanumeric entry.** **There are length requirements for these two possibilities.** ▪ **Message codes are three characters long.** **Procedure codes are five characters long.**		For the procedure code, MAVIS goes to the procedure and message code section of help.

Revenue Codes

MAVIS captures the provider number and security code before beginning this dialogue.

Initial Revenue Code Dialogue

MAVIS Dialogue	User Action	MAVIS Action
Please say the revenue code.	**Says procedure code.**	
Thank you. I have the revenue code as *(SPEAK BACK)***. Is that correct?**		Captures code.
	NO	Return to the top of this routine
	YES	Retrieve DOS
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
Please say the date-of-service. **If it is today, say Today.**		Captures date.
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
		System captures and validates code and DOS.
Please wait while your request is verified.		Validates Revenue Code information.
		Returns information on code.
		Asks for new code or return to Main Menu.

Revenue Code Response – code not found

MAVIS Dialogue	User Action	MAVIS Action
I don't find Revenue Code *(REV CODE)***.**		
Would you like to re-enter it?		
	YES	Return to beginning of Initial Procedure Code Dialogue.
	NO	Go to prompt for another code.
Another procedure code?		
Please say *YES* or *NO*.		
	YES	Return to beginning of Initial Procedure Code Dialogue.
You may say another option, or return to the Main Menu by saying *START OVER*.	**NO**	
For assistance from a provider service representative, say *AGENT*.		
If this concludes your call, you may hang up.		

Revenue Code Response – code not covered

MAVIS Dialogue	User Action	MAVIS Action
		The revenue code is not covered on dates of service.
Revenue Code *(REV CODE* **is not covered on** *(DOS)***.**		PAC 9.
Another revenue code? **Please say *YES* or *NO*.**		
	YES	Return to beginning of Initial Revenue Code Dialogue.
You may say another option, or return to the Main Menu by saying *START OVER*. **For assistance from a provider service representative, say *AGENT*.** **If this concludes your call, you may hang up.**	**NO**	

Revenue Code Response – code covered

MAVIS Dialogue	User Action	MAVIS Action
▪ **Prior authorization is required.** ▪ **No prior authorization is required.**		The system replies with the following message depending on the prior authorization indicator.
Revenue code *(REV CODE* **is covered on** *(DOS)***.**		Revenue codes with PACs 3, 4, and P
Revenue code *(REV CODE* **is covered on** *(DOS)* **but will be subject to manual pricing review.**		Revenue codes with PACs 5 and 6.
Another revenue code? **Please say *YES* or *NO*.**		
	YES	Return to beginning of Initial Revenue Code Dialogue.
You may say another option, or return to the Main Menu by saying *START OVER*. **For assistance from a provider service representative, say *AGENT*.** **If this concludes your call, you may hang up.**	**NO**	

Revenue Code Time Out and/or Garbled

Revenue Code Time Out Dialogue

I didn't understand that. Please say the revenue code. Speak each digit separately.

I didn't quite understand. Please enter the three-digit Revenue code using the telephone keypad.

I'm sorry, I am having difficulties identifying the revenue code. Please hold while I transfer you to a Provider Service Representative.

The user does not respond:

1st. The user is prompted to say the code again.

2nd. The user is prompted to say the again.

3rd. The user is transferred to a PSR.

Revenue Code Garbled Dialogue

I didn't quite understand. Please say the Revenue Code. Speak each digit separately.

A valid Revenue Code is three digits long. Please enter the three-digit Revenue Code using the telephone keypad.

I'm sorry, I am having difficulties identifying the revenue code. Please hold while I transfer you to a Provider Service Representative.

MAVIS cannot understand the user:

1st. The user is prompted to say the again.

2nd. The user is prompted to say the again.

3rd. The user is transferred to a PSR.

Prior Authorization

Prior Authorization is the most complicated dialogue in MAVIS because of a number of variables. MAVIS needs to capture and validate at each step along the way. These variables include:

- Who issued the PA?
  - State of Idaho
  - Qualis
- Authorized services
  - Units
  - Dollar amount
  - Occurrences
- Details
  - One detail
  - More than one detail

At each capture level, there is a time out and garbled dialogue if necessary.

Initial Prior Authorization Dialogue for State PA

MAVIS Dialogue	User Action	MAVIS Action
Prior authorization.		Capture provider number if necessary.
A prior authorization is issued from either the State of Idaho or from Qualis **Is the type of Prior Authorization an Idaho PA?** **Please say Yes or No.**		
	YES	Goes to capture State PA number.
	NO	Goes to the PRO-West dialogue.
What is the Prior Authorization Number?		
Thank you. I have the prior authorization as *(SPEAK BACK)***. Is this correct?**		Captures PA number.
	NO	Return to the top of this routine
	YES	Continue on to PA Response
Would you like to re-enter it?		
	NO	Go *START OVER* and *AGENT* dialogue.
	YES	Return to the top of this routine
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
***START OVER* and *AGENT* dialogue** **You may say another option, or return to the Main Menu by saying *START OVER*.** **For assistance from a provider service representative, say *AGENT*.**		

Units, Dollars, Occurrences Dialogue

MAVIS Dialogue	User Action	MAVIS Action
Retrieve DOS		
Is the authorization for units? **Please say *YES* or *NO*.**		Captures date.
	NO	
	YES	
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
Is the authorization for a dollar amount? **Please say *YES* or *NO*.**		
	NO	Go to Occurrences
Please say the amount in dollars and cents.	**YES**	
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
Thank you. **I have the dollar amount as** ($$$.$$)**.** **Is that correct?**		Confirms dollar amount.
	NO	Return to the units section of this routine.
	YES	Continue to PA response.
Is the authorization for occurrences? **Please say *YES* or *NO*.**		
	NO	
Please say the number of occurrences.	**YES**	
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
Thank you. **I have the amount of occurrences as** *(NUMBER)***.** **Is that correct?**		Confirms number of occurrences.
	No	Return to the units section of this routine
	Yes	Continue To-PA response.
Thank you. **I have the amount of units as** (*UNITS*)**.**		

MAVIS Dialogue	User Action	MAVIS Action
Is that correct?		
	No	Return to the units section of this routine
	Yes	Continue To-PA response.

Initial Prior Authorization Dialogue for PRO-West PA

MAVIS Dialogue	User Action	MAVIS Action
Is the type of prior authorization a Qualis PA? **Please say Yes or No.**		
	YES	Goes to capture PA number.
	NO	Continue.
A Prior Authorization must either be from the State of Idaho, or from Qualis. **What is the a Qualis prior authorization Number?**		
Thank you. I have the prior authorization as *(SPEAK BACK)***. Is this correct?**		Captures PA number.
	NO	Return to the top of this routine
	YES	Continue on to PA Response (one detail or more than one detail)
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
I don't seem to find Prior Authorization *(PA NUMBER)***.** **Would you like to re-enter it?**		
	NO	Go to bottom of PA routine where other options offered
	YES	Return to the top of this routine Retrieve DOS
Please say the number of occurrences.		
Thank you. I have the amount of occurrences as (*speak it back*). Is that correct?		(Correct entry)
	No	return to the units section of this routine
	Yes	Continue To PA response
Would you like this information faxed to you?		Goes to Fax Back dialogue.

PA Response with one detail

This dialogue is for either a State or PRO-West PA.

MAVIS Dialogue	User Action	MAVIS Action
I don't seem to find prior authorization (Speak it back)		
Would you like to re-enter it?	**YES**	Goes back to capture PA number.
	NO	
Thank You. Please wait while I find that PA		Correct entry

Prior Authorization number *XXXXXXX* **for effective dates** *00/00/0000 – 00/00/0000* **is exhausted. Contact the Authorizing Agency with questions.**

Prior Authorization number *XXXXXXX* **for effective dates** *00/00/0000 – 00/00/0000* **is canceled. Contact the Authorizing Agency with questions.**

Prior Authorization number *XXXXXXX* **for effective dates** *00/00/0000 – 00/00/0000* **is denied. Contact the Authorizing Agency with questions.**

The *(XXXX UNITS/OCCURRENCES/DOLLARS)* **you entered are covered under Prior Authorization number** *XXXXXXX* **for effective dates** *00/00/0000 – 00/00/0000***.**

The *(XXXX UNITS/OCCURRENCES/DOLLARS)* **you entered are not covered under Prior Authorization number** *XXXXXXX* **for effective dates** *00/00/0000 – 00/00/0000***.**

Prior Authorization number *XXXXXXX* **is pending. Contact the authorizing agency with questions.**

Prior Authorization number *XXXXXXX* **is informational only. Contact the authorizing agency with questions.**

Verification is for *XX/XX/XXXX* **at** *HH:MM am/pm***.**

To hear this information again, say 'Repeat'.

PA Response with more than one detail

This dialogue is for either a State or PRO-West PA.

MAVIS Dialogue	User Action	MAVIS Action
		(*Information coming back once the PA is verified and there are multiple details for the PA# queried on*) or (If we jumped back to check another detail…)
Is this for a Procedure Code? Please say Yes or No.	**YES**	Goes to capture procedure code number.
	NO	
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
I have the Procedure Code as *(PROC CODE)***.** **Is that correct?**		
	NO	return to the top of this routine
	YES	Continue To-Date-of-Service
Is this for a Revenue Code? Please say Yes or No.		
	NO	return to the top of this routine
	YES	Continue To-Date-of-Service
Please say the revenue code.		
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
Thank you. I have the Revenue Code as (*speak it back***). Is that correct?**	No	return to the top of this routine
	Yes	Continue To-Date-of-Service
(Carrying the client MID, and units**) Execute #Capture DOS#** (Use the "Same Dates " questions in #Capture DOS# to find out if same or different)		
Thank You. Please wait while I find PA number		Correct entry

MAVIS Dialogue	User Action	MAVIS Action
Prior Authorization number XXXXXXX for effective dates 00/00/0000 – 00/00/0000 is exhausted. Contact the Authorizing Agency with questions.		
Prior Authorization number XXXXXXX for effective dates 00/00/0000 – 00/00/0000 is canceled. Contact the Authorizing Agency with questions.		
Prior Authorization number XXXXXXX for effective dates 00/00/0000 – 00/00/0000 is denied. Contact the Authorizing Agency with questions.		
The XXXX (units/occurrences/dollars) you entered are covered under Prior Authorization number XXXXXXX for effective dates 00/00/0000 – 00/00/0000.		
The XXXX (units/occurrences/dollars) you entered are not covered under Prior Authorization number XXXXXXX for effective dates 00/00/0000 – 00/00/0000.		
Prior Authorization number XXXXXXX is pending. Contact the Authorizing Agency with questions.		
Prior Authorization number XXXXXXX is informational only. Contact the Authorizing Agency with questions.		
Date of service entered does not match prior authorization number entered. Contact the Authorizing Agency with questions.		
Multiple segments found for the Prior Authorization number, *(procedure/revenue code)* **and dates of service entered.** *(give option to go to an agent)*		
Verification is for XX/XX/XXXX at HH:MM am/pm. (For either one detail or multiple details)		
To hear this information again, say 'Repeat'.		
Another Procedure or Revenue code for this Prior Authorization? **Please say *YES* or *NO*.**		
	Yes	revert to questions to parse the details)
	No	continue
Another Prior Authorization? Please say Yes or No.		
	Yes	revert to top, and ask what kind
	No	continue
You may say another option, or return to the Main Menu by saying 'Start Over'. For assistance from a provider service representative, say 'Agent'.		

PA Time Out and Garbled Dialogues

PA Code Time Out and Garbled

PA Code Time Out Dialogue

I didn't get that. I'm sorry. Please say the Prior Authorization number, one digit at a time.

- **I still didn't get that. I'm sorry. A valid Idaho prior authorization is numeric. Please say all digits using the telephone keypad.**
- **A valid Qualis prior authorization is six digits long. Please enter all digits using the telephone keypad.**

Please hold while I transfer you to a Provider Service Representative.

The user does not respond:

1st. The user is prompted to say the PA number again.

2nd. The user is prompted to say the PA number again.

3rd. The user is transferred to a PSR.

PA Code Garbled Dialogue

MAVIS cannot understand the user:

1st. The user is prompted to say the PA number again.

2nd. The user is prompted to say the PA number again.

3rd. The user is transferred to a PSR.

Number of Units Time Out and/or Garbled

Number of Units Time Out Dialogue

I didn't get that. Please say the number of units again.

I didn't quite understand. Please say the number of units again.

I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.

The user does not respond:

1st. The user is prompted to say the number of units again.

2nd. The user is prompted to say the number of units again.

3rd. The user is transferred to a PSR.

Number of Units Garbled Dialogue

I didn't quite understand. Please say the number of units again.

I'm sorry, I didn't understand. Please say the number of units again.

I'm sorry. I just don't understand. Please hold while I transfer you to a Provider Service Representative.

MAVIS cannot understand the user:

1st. The user is prompted to say the number of units again.

2nd. The user is prompted to say the number of units again.

3rd. The user is transferred to a PSR.

Dollars Amount Time Out and/or Garbled

Dollars Amount Time Out Dialogue

I didn't get that. Please say the amount in dollars and cents.

I didn't quite understand. Please say the amount, for instance, five dollars and 98 cents.

I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.

The user does not respond:

1st. The user is prompted to say the dollar amount again.

2nd. The user is prompted to say the dollar amount again.

3rd. The user is transferred to a PSR.

Dollars Amount Garbled Dialogue

I didn't quite understand. Please say the amount in dollars and cents.

I'm sorry, I didn't understand. Please say the amount, for instance, five dollars and 98 cents.

I'm sorry. I just don't understand. Please hold while I transfer you to a Provider Service Representative.

MAVIS cannot understand the user:

1st. The user is prompted to say the dollar amount again.

2nd. The user is prompted to say the dollar amount again.

3rd. The user is transferred to a PSR.

Occurrences Time Out and/or Garbled

Occurrences Time Out Dialogue

I didn't get that. Please say the number of occurrences again.

I didn't quite understand. Please say the 2-digit number of occurrences again.

I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.

The user does not respond:

1st. The user is prompted to say the number of occurrences again.

2nd. The user is prompted to say the number of occurrences again.

3rd. The user is transferred to a PSR.

Occurrences Garbled Dialogue

I didn't quite understand. Please say the number of occurrences again.

I'm sorry, I didn't understand. Please say the 2-digit number of occurrences again.

I'm sorry. I just don't understand. Please hold while I transfer you to a Provider Service Representative.

MAVIS cannot understand the user:

1st. The user is prompted to say the number of occurrences again.

2nd. The user is prompted to say the number of occurrences again.

3rd. The user is transferred to a PSR.

Procedure Code Time Out and/or Garbled

Procedure Code Time Out Dialogue

I didn't get that. Please say the procedure code. **I didn't quite understand. Please say the Procedure Code. Say each character one at a time.** **I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.**	The user does not respond: 1st. The user is prompted to say the code again. 2nd. The user is prompted to say the code again. 3rd. The user is transferred to a PSR.

Procedure Code Garbled Dialogue

I didn't quite understand. Please say the procedure code. **I'm sorry. I didn't understand. Please say the Procedure Code. Say each character one at a time.** **I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.**	MAVIS cannot understand the user: 1st. The user is prompted to say the code again. 2nd. The user is prompted to say the code again. 3rd. The user is transferred to a PSR.

Revenue Code Time Out and/or Garbled

Revenue Code Time Out Dialogue

I didn't get that. Please say the revenue code.

I didn't quite understand. Please say the revenue code. Say each character one at a time.

I'm sorry, Please hold while I transfer you to a Provider Service Representative.

The user does not respond:

1st. The user is prompted to say the code again.

2nd. The user is prompted to say the code again.

3rd. The user is transferred to a PSR.

Revenue Code Garbled Dialogue

I didn't quite understand. Please say the Revenue Code.

I'm sorry, I didn't understand. Please say the Revenue Code. Say each character one at a time.

I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.

MAVIS cannot understand the user:

1st. The user is prompted to say the code again.

2nd. The user is prompted to say the code again.

3rd. The user is transferred to a PSR.

Last Check Amount

Last Check Amount Dialogue

MAVIS Dialogue	User Action	MAVIS Action
Last Check Amount		Capture provider number if necessary.
For provider number (*PIN*)**, the last check in the amount of** (*CHECK AMOUNT*) **was dated on** (*RA DATE*)**.** **There are/is** (*NUMBER CLAIMS*) **pended claim(s) for** (*AMOUNT PENDED)***.**		Check amount available.
For provider number (*PIN*)**, last provider check information is not available.** **There are/is** (*NUMBER PENDED*) **pended claim(s) for** (*AMOUNT PENDED*)**.**		No a check amount available but there are claims that have been submitted.
You may say another option, or return to the Main Menu by saying *START OVER*. **For assistance from a provider service representative, say *AGENT*.** **If this concludes your call, you may hang up.**		

Provider Enrollment Status

Enrollment Tracking Number Dialogue

MAVIS Dialogue	User Action	MAVIS Action
Please say your Enrollment Tracking Number one digit at a time.		
I have the Enrollment Tracking Number as (*NUMBER*). **Is that correct?**		
	NO	return to the top of this routine
	YES	capture
Please wait while I look up that information.	When the VRS receives a reply from AIM, it will examine the response code to determine the appropriate provider enrollment status message to provide the user. If the enrollment status number is not found, the MAVIS will ask to have it re-entered. If the enrollment status number is found, MAVIS will return the status message.	
I can't seem to find that Enrollment Tracking Number (*NUMBER*)**. Would you like to re-enter it?**		Not found
	YES	Return to the top of this routine
	NO	Go to Check Another
On *(ENROLL STATUS DATE)* **the Enrollment Status for application** *(ENROLL NUMBER)* ***is*** *(STATUS)***.**		
Another tracking number? (Please say *YES* or *NO*.)		If the provider doesn't respond fast enough, asked YES or NO.
	YES	Go to top
You may say another option or Return to the Main Menu by saying *START OVER*. For assistance from a provider service representative, say *AGENT*.	**NO**	

Enrollment Status Messages

Status Code	Enroll Status Message
	not valid
B	Packet Sent
C	Packet Received
D	Packet Returned to applicant because of errors
E	Received corrected packet
F	EFT data verification complete
G	License information verification complete
H	Certification information verification complete
I	Sanction check complete
J	Liability insurance verification complete
K	Applicant enrolled
L	Applicant rejected

Enrollment Tracking Time Out and/or Garbled

Enrollment Tracking Time Out Dialogue

I didn't get that. Please say your number 1 digit at a time.

I still didn't get that. Please repeat the Enrollment Tracking Number.

I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Enrollment Representative.

The user does not respond:

1st. The user is prompted to say the tracking number again.

2nd. The user is prompted to say the tracking number again.

3rd. The user is transferred to a PSR.

Enrollment Tracking Garbled Dialogue

I didn't quite understand. Please say your number 1 digit at a time.

I still don't understand. Please repeat the Enrollment Tracking Number.

I'm sorry, I just don't understand. We seem to be having trouble. Can I offer you some hints?

MAVIS cannot understand the user:

1st. The user is prompted to say the tracking number again.

2nd. The user is prompted to say the tracking number again.

3rd. The user is transferred to a PSR.

YES	Goes to HELP
NO	Goes to PSR

Please hold while I transfer you to a provider service representative.

Mailing Addresses

Mailing Addresses Dialogue

Users may access from the Main Menu or coming straight to this option.

MAVIS Dialogue	User Action	MAVIS Action
Here's a list of available addresses. **There are five.** **When you hear the address you want just say the name.** ▪ **ResHab / PCS** ▪ **Medical or Dental** ▪ **DME Prior Authorization** ▪ **Inpatient Prior Authorization** ▪ **Third Party – PCG**	**User may select at any time.**	
Which option would you like? **Say *REPEAT* to hear this list again.** **For assistance from a provider service representative, say *AGENT*.** **For more detailed instructions, say *HELP*.**	**User selects option**	
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled
▪ **That address is: ResHab/ PCS** **EDS, P.O. Box 83755, Boise, ID 83707** ▪ **That address is: Medical or Dental** **EDS, P.O. Box 23, Boise, ID 83707** ▪ **That address is: DME Prior Authorization** **DME Specialist, DHW Bureau of Medicaid Programs** **P.O. Box 83720, Boise, ID 83720 – 0036** ▪ **That address is: Qualis Inpatient Prior Authorization** **10700 Meridian Ave. N. Suite 100, Seattle, WA 98133-9075** ▪ **That address is: PCG** **P.O. Box 2894, Boise, ID 83701**		Correct entry
Another mailing address?		
	YES	repeat
You may say another option, or return to the Main Menu by saying *START OVER*. **For assistance from a provider service representative, say *AGENT*.**	**NO**	

Enrollment Tracking Time Out and/or Garbled

Enrollment Tracking Time Out Dialogue

I didn't get that. Please speak your selection from the voice menu.

I still didn't get that. Please speak your selection from the voice menu.

I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.

The user does not respond:

1st. The user is prompted to say the tracking number again.

2nd. The user is prompted to say the tracking number again.

3rd. The user is transferred to a PSR.

Enrollment Tracking Garbled Dialogue

I didn't quite understand. Please speak your selection from the voice menu.

I still don't understand. Please speak your selection from the voice menu.

I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.

MAVIS cannot understand the user:

1st. The user is prompted to say the tracking number again.

2nd. The user is prompted to say the tracking number again.

3rd. The user is transferred to a PSR.

Fax Back

Fax Back Dialogue

The user accesses the Fax Back function from different dialogues. After completing the Fax Back Dialogue, the user can return to the main menu and continue with the call. The user can have additional information faxed back. MAVIS collects all of the fax back requests for the user and creates one fax at the end of the call.

If the user selects Fax Back, the information is not spoken back.

The user comes to Fax Back from the following dialogues:

- Eligibility
- Eligibility verification number
- Prior authorization

MAVIS distinguishes between local calls (7 digits) and long distance (10 digits). After capturing the phone number, MAVIS asks the user if he/she wants to continue with another client.

MAVIS Dialogue	User Action	MAVIS Action
Would you like this information faxed to you?		
	NO	Continue to try another client
	YES	go to Fax Phone Capture
Is your location a local call from Boise?		
Please say your seven-digit Fax Number.	**YES**	
Please say your ten-digit Fax Number.	**NO**	
Thank you. The information will be faxed to *(7 or 10 digit number)***.** **Is that correct?**		Correct entry
	NO	return to the top of the fax routine
	YES	Return to Eligibility for another client
(Time Out)	**(no response)**	See Time Out
(Garbled)	**(not understood)**	See Garbled

Fax Back Time Out and/or Garbled

Fax Back Time Out Dialogue

I didn't get that. Please speak your selection from the voice menu.

I still didn't get that. Please speak your selection from the voice menu.

I'm sorry, I just don't understand. Please hold while I transfer you to a Provider Service Representative.

Fax Back Garbled Dialogue

Please re-enter your Fax Number.

I'm sorry I didn't understand. Please say the seven/ten digits of the fax number, one digit at a time.

I just don't understand. I will not be able to Fax this information. Please hold while I transfer you to a Provider Service Representative.

MAVIS cannot understand the user:

1st. The user is prompted to say the fax number again.

2nd. The user is prompted to say the fax number again.

3rd. The user is transferred to a PSR.

Help

Help is context sensitive. This means that, depending on where the user is when he/she asks for **HELP**, MAVIS automatically goes to a specific part of the Help dialogue.

Help Basic Instructions

Help Opening Greeting

MAVIS Dialogue	MAVIS Action
MAVIS, Idaho's Medicaid automated voice information service can now understand spoken commands. You may speak your commands at any time. If you must use the keypad on your phone, most menu selections will allow this while in the menus. **This system is for the exclusive use of enrolled providers in the Idaho Medicaid Program. If you wish to enroll as an Idaho Medicaid provider, please say *PROVIDER ENROLLMENT*, and work with a Provider Enrollment Representative.**	User comes to this dialogue from the first menu, with no data yet entered or selected.
The following options are available, either by speaking a key word or phrase, or by pressing a number on your keypad when you are in a menu. **You will only be able to navigate using touch-tone when you are in the menus. You can use the voice commands as shortcuts to jump from one option to another at any time.** **If you seem to be in the wrong place, you can say *START OVER*, and we'll take you back to the Main Menu.**	MAVIS continues with this dialogue when the user comes from either the Main Menu or the Client and Claims menus.

Help Main Menu

MAVIS Dialogue	MAVIS Action
Here are the options from the main menu. **To go to the Client Information menu,** **say** *CLIENT INFORMATION* **or press 1.** **To go to the Claims Information menu,** **say** *CLAIMS INFORMATION* **or press 2.** **To get the amount of the Last Check sent to this provider,** **say** *LAST CHECK AMOUNT* **or press 3.** **For Provider Enrollment Status,** **say** *ENROLLMENT STATUS* **or press 4.** **To hear a selection of mailing addresses,** **say** *MAILING ADDRESSES* **or press 5.** **To switch to a different Provider,** **say** *CHANGE PROVIDERS* **or press 6.** **To change the SECURITY CODE for the current provider,** **say** *CHANGE SECURITY CODE* **or press 7.**	MAVIS gives this Main Menu List when the user has transferred from the Main Menu by saying ***HELP***. User selects option at any time. MAVIS then goes to the Help option selected.
All of these are available from the main menu. **If you know the option you want you may speak it at any time.**	End Main Menu Help.
To hear these instructions again, say *REPEAT***.**	Loops through the above menu again.
To hear the short list of options, say *START OVER***.**	Loops through the first list of options again.
To speak to a provider service representative, say *AGENT***.**	Transfers to the PSR queue.

Client Information Help

MAVIS Dialogue	MAVIS Action
Client Information Help	User selected HELP from client information.
Here are the options for the client menu: **To check Eligibility or Healthy Connections information, say** *CLIENT ELIGIBILITY* **or press 1.** **To check Other Insurance for a client, say** *OTHER INSURANCE* **or press 2.** **To check whether a client has Lock-In, say** *LOCK IN* **or press 3.** **To check Long Term Care eligibility, say** *LONG TERM CARE* **or press 4.** **To check Service Limits, say** *SERVICE LIMITS* **or press 5.** **To check an existing Prior Authorization Number, say** *PRIOR AUTHORIZATION* **or press 6.**	User selects option at any time. User **cannot** use keypad to exit from this Help dialogue. User must speak the option desired.
These are the options from the client menu. **If you know the option you want you may speak it at any time.**	End Client Information Help.
To hear these instructions again, say *REPEAT***.**	Loops through the above menu again.
To hear the short list of options, say *START OVER***.**	Loops through the first list of options again.
To speak to a provider service representative, say *AGENT***.**	Transfers to the PSR queue.

Claim Information Help

MAVIS Dialogue	MAVIS Action
Claim Information Help	User selected HELP from claims information.
Here are the options for the claims menu: **To inquire on the Claim Status of an ICN,** **say** *CLAIM STATUS* **or press 1.** **For Procedure Code coverage,** **say** *PROCEDURE CODE* **or press 2.** **For National Drug Code coverage,** **say** *NATIONAL DRUG CODE* **or press 3.** **For Revenue Code coverage,** **say** *REVENUE CODE* **or press 4.** **For definitions of EOB Message Codes,** **say** *MESSAGE CODE* **or press 5.** **To check an existing Prior Authorization Number,** **say** *PRIOR AUTHORIZATION* **or press 6.**	User selects option at any time. User **cannot** use keypad to exit from this Help dialogue. User must speak the option desired.
These are the options from the claims menu. **If you know the option you want you may speak it at any time.**	End Claim Information Help.
To hear these instructions again, say *REPEAT***.**	Loops through the above menu again.
To hear the short list of options, say *START OVER***.**	Loops through the first list of options again.
To speak to a provider service representative, say *AGENT***.**	Transfers to the PSR queue.

Numeric Help

MAVIS Dialogue	MAVIS Action
Numeric Help	User selected HELP from Provider Number, Security Code, Client or Claim Information, Enrollment Status, NDC, or Revenue Code.
The entry you are attempting is all numeric. Speak each number 1 digit at a time. **You might also try using the touch-tone keypad and press pound sign at the end of the entry.**	
If you know the option you want you may speak it at any time.	End Numeric Help.
To hear these instructions again, say *REPEAT*.	Loops through the above menu again.
To hear the short list of options, say *START OVER*.	Loops through the first list of options again.
To speak to a provider service representative, say *AGENT*.	Transfers to the PSR queue.

Change Security Code Help

MAVIS Dialogue	MAVIS Action
Security Code Help	User selected HELP from Security Code.
When requesting a security code change, enter your old security code number using the telephone keypad. Then use the keypad again to enter your new security code. **A valid security code must be 4 numeric digits.** **You will be asked to enter the new security code a second time for confirmation.**	
	End Security Code Help.
To hear these instructions again, say *REPEAT*.	Loops through the above menu again.
To hear the short list of options, say *START OVER*.	Loops through the first list of options again.
To speak to a provider service representative, say *AGENT*.	Transfers to the PSR queue.

Client Name Help

MAVIS Dialogue	MAVIS Action
Client Name Help	User selected HELP from entering Client's Name.
When speaking client names, please use full legal names. Nicknames are unlikely to match our system's records, and some transactions will not be available if we cannot find the client on our files.	
	End Client Name Help.
To hear these instructions again, say *REPEAT*.	Loops through the above menu again.
To hear the short list of options, say *START OVER*.	Loops through the first list of options again.
To speak to a provider service representative, say *AGENT*.	Transfers to the PSR queue.

Procedure and Message Code Help

MAVIS Dialogue	MAVIS Action
Procedure and Message Code	User selected HELP from entering Client's Name.
The entry you are attempting may be all numbers, or it may be a combination of letters and numbers. Touch-tone is not available for alphanumeric entry. There are length requirements for these two possibilities. ▪ Message codes are three characters long. ▪ Procedure codes are five characters long.	
	End Procedure and Message Code Help.
To hear these instructions again, say *REPEAT*.	Loops through the above menu again.
To hear the short list of options, say *START OVER*.	Loops through the first list of options again.
To speak to a provider service representative, say *AGENT*.	Transfers to the PSR queue.

Miscellaneous Help

MAVIS Dialogue	MAVIS Action
If you answer NO to a question, you should receive the message *MY MISTAKE***.**	
After a second error message a correct response is received you will hear *GOT IT***.**	
When information is being retrieved you should hear *I'LL BE RIGHT BACK***.**	
You may say another option, or return to the Main Menu by saying *START OVER***.**	Loops through the above menu again or goes to selected option.
For assistance from a provider service representative, say *AGENT***.**	Transfers to the PSR queue.
If this concludes your call, you may hang up.	Ends call.

Miscellaneous Information

Alternative verbal commands

MAVIS is programmed to recognize a fixed set of verbal commands that are in a audio database. This database also includes synonyms that the user may find easier to use. Sometimes MAVIS cannot understand the command that is spoken by the user. When this happens, try using one of the alternative commands listed in the table.

Command	Alternative Commands
Yes	Right Yes it is Yeah Yep Press '1' on the telephone keypad
No	Nope Wrong No it isn't No, it is not Press '2' on the telephone keypad
Last check amount	Last check Check amount
Client eligibility	Eligibility
Other insurance	Third party TPR Third party liability Insurance
Service limits	Limits
Prior authorization	Prior auth Idaho prior auth PRO-West PA PRO-West prior auth
National Drug Code	NDC Drug code
Procedure codes	"Prock" code Procedure
Revenue codes	Rev code
Message code	Messages EOB EOB code Denial code
Technical Support	Tech support EDI EDI technical support
Goodbye (to quickly end your call when you have the information you need)	Quit End Exit

Keypad Shortcuts

If you are having trouble speaking to MAVIS because you are in a loud office environment, have a soft speaking voice, or have a strong regional accent, here are some instructions on how to use your telephone keypad. There are two ways you can use your keypad: shortcuts and entering data.

To by-pass the greeting and introduction, press 9 as soon as you hear MAVIS say “Good….” MAVIS will jump to the Main Menu.

To by-pass the Main Menu and go directly to a menu option, wait for MAVIS to begin to say "Main Menu…" Press the Main Menu keypad shortcut number:

1 Client Information
2 Claims Information
3 Last Check Amount
4 Provider Enrollment Status
5 Mailing Addresses
6 To Switch to a Different Provider
7 To Change the Security Code for the Current Provider

To by-pass the Client Information menu, wait for MAVIS to begin to say "What kind of…" Press the Client Information keypad shortcut number:

1 Eligibility or Healthy Connections Information
2 Other Insurance
3 Lock-in
4 Long Term Care Eligibility
5 Service Limits
6 Prior Authorization Number

To by-pass the Claims Information Menu, wait for MAVIS to begin to say "What kind of…" Press the Claims Information keypad shortcut number:

1 Claim Status
2 Procedure Code Coverage
3 National Drug Code Coverage
4 Revenue Code Coverage
5 EOB Message Codes
6 Prior Authorization Number

NOTE: To use the Client and Claim Information keypad shortcut numbers, you must already be in that part of the MAVIS menu. For example, you have called MAVIS to get information on National Drug Code Coverage. If you press **3** as MAVIS begins to list the options in the Main Menu, MAVIS will go to Last Check Amount not to National Drug Code Coverage because the system is still in the Main Menu.

NOTE: You cannot use keypad shortcuts in HELP. You must speak the option you want. For instance, you want client information. Say "Start Over" and you will be taken back to the Main Menu. From the Main Menu press **1** for client information and then when MAVIS starts listing the options under client information press the appropriate shortcut key for the option you want.

Entering Data

The keypad numbers 1 and 2 can be used to answer all questions that require a YES or NO response.

- **1** is for YES
- **2** is for NO

Any information MAVIS requests that is **all numbers** can be entered using your telephone keypad. You can key:

- your provider number
- security code
- revenue code
- national drug code (NDC)
- dates of service (mm/dd/yy)
- client identification number (MID)

To move even faster after entering the information with the keypad, press the # sign. MAVIS will jump to either the next question or return the desired information. (This only works when entering information; you cannot use the # sign with menu shortcuts.)

Since you can only key information that is all numbers, you **cannot** key information that might include letters. This means that you cannot use the keypad for the following:

- procedure codes
- EOB codes
- client names
- mailing address

Voice and Keypad Command Comparison

Using voice commands is actually faster than using keypad shortcuts because they work anywhere including in Help. Here are two examples to compare voice commands with keypad shortcuts. In each example you want a revenue code.

> **Using voice commands:** You call MAVIS, press **9**, wait for MAVIS to begin to say "Main Menu", and then say "Revenue Code". MAVIS will take you to the Revenue Code dialogue. (In this way you avoid hearing the rest of the Main Menu and any of the Claim Information Menu introduction.)
>
> **Using keypad commands:** You call MAVIS, press **9**, wait for MAVIS to begin to say "Main Menu", press **2**, wait for the Claims Information Menu to begin, and press **4**. MAVIS will first suggest that you say "Revenue Code" the next time you want this option and then take you to the Revenue Code dialogue.

Helpful Hint

When you are finished with the call, say “Good-bye” for a faster disconnect from MAVIS.