

DEPARTMENT OF SOCIAL SERVICES

DIVISION OF MEDICAL SERVICES

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Strong Families - South Dakota's Foundation and Our Future

March 11, 2013

ATTENTION: Providers and Billing Professionals

FROM: South Dakota Medicaid

RE: New Interactive Voice Recognition (IVR) System

Due to system upgrades, South Dakota Medicaid will be implementing a new system to check for eligibility. The system allows for a voice recognition response as well as using your phone key pad to enter your NPI and the South Dakota Medicaid recipient ID number. In order to make this process easier to transition to, we have compiled the following guide for you to use in obtaining eligibility information.

The eligibility inquiry system is available 24 hours a day. Thank you for your cooperation.

WE WILL BE TRANSITIONING TO THE NEW SYSTEM ON TUESDAY, MARCH 12, 2013.

South Dakota Medicaid Provider Assistance Guide

In South Dakota (1-800-452-7691)

Out of State Providers (1-605-945-5006)

To obtain Eligibility Details: Press "1" on your phone keypad.

In order to do so, you will need the following information available to you.

1. Servicing Provider NPI number
2. Recipient 9 Digit SD Medicaid Number

Each of these numbers will be repeated back to you and you will be asked to verify this information by pressing "1" on your phone keypad.

To obtain additional recipient information, Press "9" on your phone keypad.

When you have completed your call, you may simply hang up.

To obtain Claim Information: Press "2" on your phone keypad.

You will be directed to a claim representative who can assist you with your question. Our phone lines are available for these inquiries from 8 a.m. to 5 p.m. Monday through Friday Central Standard Time.

SPECIAL NOTE FOR VISION PROVIDERS: PLEASE USE THE TOUCH KEY SYSTEM TO OBTAIN ELIGIBILITY ON ALL YOUR PATIENTS PRIOR TO CHECKING FOR CLAIMS HISTORY. WHEN COMPLETED CHECKING ELIGIBILITY YOU MAKE SELECT 2 TO BE TRANSFERRED TO A TELEPHONE SERVICE REPRESENTATIVE.

Providers are asked to review their remittance advice weekly to review the claim status of the claims they have submitted. All pended claims will be listed the first week they

are received into the adjudication system as pended until the final disposition of the claim. All claims that have completed the adjudication process will have the payment information or denial status with the primary reason for denial. If you have submitted a claim and it has been 30 days since you submitted the claim and the claim has not been listed on your remittance advice, you may call inquiry on the status.

If it has been less than 30 days, please review your remittance advice prior to calling the telephone service unit. If your claim has denied and you would like additional information on the denial reason, you may call a telephone service representative to discuss the denial reason.