AVRS Quick Reference - Provider

Mississippi Automated Voice Response System (AVRS) Quick Reference Guide
Dial 800-884-3222

Press 3
For drug prior authorizations

Press 4
If you are a member and wish to talk to a Spanish Speaking Customer Service agent

Press 2 for Provider Welcome

Press 2 for Provider Self Service

Enter Provider Info and Password

Self-Service Main Menu

1 Eligibility

Enter Member Medicaid ID or Enter Member SSN
Enter DOB
Enter DOS

Hear Eligibility Response

Choose a Service Limit Option:
1 Office Visits
2 Hospital Visits
3 Home Health Visits
4 Outpatient Visits
5 Dental or Eyeglasses
6 Physician Inpatient Visits
7 EPSDT Screening

Hear Service Limits

Faxback Option — Enter Fax Number — Receive Fax

2 Claims Status

Enter Claim Info

Hear Claim Status on up to Six Claims

Faxback Option

Enter Fax Number

Receive Fax

3 Check Amounts

Hear Check Amounts

4 NDC

Enter NDC

Hear NDC Coverage

5 Prior Authorization

Enter PA Info

Hear PA Response

6 Change PIN

Enter New PIN

Confirm New PIN

Hear PIN Confirmation

7 Other Questions

0 Customer Service