Professional Benefits Available Through the Automated Response System for Providers

The professional phone line is used by providers to check benefits for any services that will be billed on a CMS claim form (professional services).

Below is a list of the available benefit category options and the order of benefits within each prompt you’ll find when calling the professional line.

Benefits Available by type of professional services or specialty selected:

Women's health .................................................................................................................. page 2
Mental health .................................................................................................................... page 3
General practice .............................................................................................................. page 4
Podiatrist ......................................................................................................................... page 6
Chiropractic .................................................................................................................. page 7
Durable medical equipment, prosthetics and orthotics ...................................................... page 8
Ambulance ....................................................................................................................... page 9
Pediatrics ........................................................................................................................ page 10
Other Services................................................................................................................ page 11
Women’s health — Prompt 1

Abortion
Certified nurse practitioner
Certified nurse midwife
Chemo
Consultations (for office services)
Contraception
Delivery
Diagnostics
Emergency first aid
Gynecological
Injections
Immunizations
Laboratory services
Mammograms
Emergency services
Outpatient, office, home
  – Copayments (includes specialist cost share, if applicable)
Online visits
  – Copayments
Pap smear
Physical
Pre- and post-natal care
Preventive Services
Radiation Therapy
Women’s health — Prompt 1 continued

Radiology
Sterilizations
Surgery (including pre-surgical consultations)
Well baby care
X-rays
Mental health — Prompt 2

*All benefits will be played. You do not need to select a benefit or say, “hear all benefits.”*

Outpatient psychiatric services

- Copayments, cost share and visit limits
General practice — Prompt 3

Abortion
Allergy
– Includes testing and therapy
Enema
Certified nurse practitioner
Certified nurse midwife
Chemo
Delivery
Diagnostics
Colonoscopy
Consultations (for office services)
Contraception
DRE
Emergency services
Occult
Sigmoidoscopy
Gynecological
Immunizations
Injections
Laboratory services
Mammogram
Outpatient, office, home
– Includes retail health copayment if it differs from the office visit copayment
– Copayments (includes specialist cost share, if applicable)
General practice — Prompt 3 continued

Online visits
  – Copayments
Pap smear
Physical
Physical therapy
Pre- and post-natal care
Preventive services
Private duty nursing
  – Visit limits, coinsurance
PSA
Radiation Therapy
Radiology
Sterilization
Surgery (including pre-surgical consultations)
Well baby care
X-rays
Podiatrist — Prompt 4

Consultations (for office services)
Diagnostic services (medically necessary)
Emergency first aid
Injections
Laboratory (medically necessary)
Emergency
Outpatient, office, home
  – Copayments (includes specialist cost share, if applicable)
Online visits
  – Copayments
Physical therapy
Prosthetic devices (when covered without orthotics)
Orthotic devices (when covered without prosthetics)
Prosthetic and orthotic devices
Radiology
Surgery (including pre-surgical consultations)
X-rays (medically necessary)
Chiropractic — Prompt 5

All benefits will be played. You do not need to select a benefit or say, “hear all benefits.”

Chiropractic manipulation
– visit limitations or cost share

Chiropractic physical therapy
– visit limitations

Chiropractic X-rays

Office and outpatient visits
– Including new and existing patient limits
– Copay or cost share
Durable medical equipment, orthotics and prosthetics — Prompt 6

Glucose monitor
Insulin pump
  – Including quantity limitations
Lancets
  – Including quantity limitations
Test strips
  – Including quantity limitations
Durable medical equipment
Medical or diabetic supplies
Orthotic devices (when covered without prosthetics)
Prosthetic devices (when covered without orthotics)
Prosthetic and orthotic devices
Ambulance — Prompt 7

All benefits will be played. You do not need to select a benefit or say, “hear all benefits.”

Ambulance
Pediatrics — Prompt 8

Allergy
- Includes testing and therapy
Certified nurse practitioner
Consultations (for office services)
Diagnostics
Emergency first aid
Immunizations
Injections
Laboratory services
Emergency services
Outpatient, office, home
- Copayments (includes specialist cost share, if applicable)
Online visits
- Copayments
Preventive services
Radiation Therapy
Radiology
Surgery (including pre-surgical consultations)
Well baby care
X-rays
Other services (all other providers) — Prompt 9

Abortion
Allergy
  – Includes testing and therapy
Enema
Certified nurse practitioner
Certified nurse midwife
Chemo
Delivery
Diagnostics
Colonoscopy
Consultations (for office services)
Contraception
DRE
Emergency services
Occult
Sigmoidoscopy
Gynecological
Immunizations
Injections
Laboratory services
Mammogram
Outpatient, office, home
  – Includes retail health copayment if it differs from the office visit copayment
  – Copayments (includes specialist cost share, if applicable)
Other services (all other providers) — Prompt 9 continued

Online visits
– Copayments
Pap smear
Physical
Physical therapy
Pre- and post-natal care
Preventive services
Private duty nursing
– Visit limits/coinsurance
PSA
Radiation Therapy
Radiology
Sterilization
Surgery (Including pre-surgical consultations)
Well baby care
X-rays