

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
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Chiropractic	page 7
Durable medical equipment, prosthetics and orthotics	page 8
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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