

PHONE MENU SHORTCUT GUIDE (TRICARE EAST)

Humana Military’s Interactive Voice Response (IVR) now uses speech recognition to improve call experiences. The automated system allows you to speak the reason for your call, rather than selecting an option by a number.

After the welcome statement you will be asked to identify who you are:

- Sponsor, beneficiary or patient, “say or press” (1)
- Hospitals, doctors, and medical facilities, “say or press” (2)

The Privacy statement will play and then you will be asked:

- “How can I help you today?”
- You should respond with words describing the reason for your call

EXAMPLES OF REASONS A BENEFICIARY MIGHT BE CALLING

If you’re a beneficiary calling about	Say
A bill from your doctor, a claim, the amount you owe from a doctor’s visit	Claims
A referral or authorization status, information on an existing referral, who you have been referred to	Authorization
Changing the provider on your referral	Change provider
What your benefits are, if you’ve met your cat cap or deductible, how much your copay is	Benefits
Finding a doctor, if a doctor is in the network	Find a provider
Changing your PCM, getting a PCM assigned	Change PCM
Enrolling in a plan, adding a family member to your plan	Enrollment
Making a payment on your TRICARE	Make a payment
What plan you are enrolled in, if you are currently enrolled, your eligibility	Eligibility

EXAMPLES OF REASONS A PROVIDER MIGHT BE CALLING

If you’re a provider calling about	Say
ABA questions of any type, including claims	ABA
Claims status, recoupments, processing questions	Claims
Update demographic information, add a provider, verify network status	Update information
Enroll in TRICARE, check status of enrollment	Enrollment
Referral status, prior authorizations, pre-certifications	Authorizations
Checking eligibility of a patient, benefits, copays, effective date	Eligibility

HELPFUL HINTS FOR USING NATURAL LANGUAGE IVR

- Speak clearly, directly into the phone for best results
- Use short phrases when possible. “Claim status” is easier to understand than “I’m calling about a bill from my doctor”
- Minimize background noise whenever possible
- You may be asked to clarify the reason for your call. You might hear, “you’re calling about referrals, is that right?” You can answer “yes” or “no.” If “no”, you will be re-prompted
- The Natural Language IVR will prompt you three times, and if unsuccessful you will be transferred to our original “Press 1 for claims, referrals, etc” menu
- The IVR will continue to be improved based on phrases callers use when calling in



(800) 444-5445

Monday – Friday
8 AM - 6 PM (customer time)