

## Physician/Provider Bulletin

<b>Subject:</b> Automated Phone System	
<b>Plan:</b> Coordinated Care Option 1, Option 2, Option 3, and Option 4	<b>Bulletin Date:</b> July 30, 2013
<b>Bulletin Number:</b> 13-03	<b>Effective Date:</b> July 30, 2013

**The purpose of this bulletin is to inform all participating providers that updates have been made to the Coordinated Care Option 1, Option 2, Option 3 and Option 4.**

### Customer Service Intro Message

**Press**

1

### IF YOU ARE A MEMBER OR WANT TO BECOME A MEMBER

**Press**

2

### IF YOU ARE A DOCTOR OR HOSPITAL

- Press 1      Eligibility verification / IVR
- Press 2      Claims Status / questions regarding claims
- Press 3      Enroll in EDI – contracted providers only
- Press 4      EDI problems or Issues
- Press 5      Speak with your Provider Rep
- Press 6      Speak with Customer Service
- Press 7      Leave a Message

If you have questions regarding this provider bulletin, please contact your Network Account Representative at (561) 659-1002.

Please insert this bulletin into your Provider Handbook. The policies and procedures in this bulletin supersede any related policies and procedures within the handbook.