

Three Ways You Can Connect with The Care Management Company

INTERACTIVE VOICE RESPONSE (IVR)

The Interactive Voice Response system is a telephonic self-help system which will allow your staff 24/7 access to current and historical eligibility information and required co-payments for primary, specialist and emergency room visits without having to wait in queue on the phone. You can also verify eligibility information for multiple members with one phone call.

This application will be made available on November 1, 2008. You can access member eligibility by calling 1-888-MONTE-CMO (888-666-8326) or 914-377-4400 and follow the recorded prompts.

In order to retrieve this information, your unique CMO provider ID is required as well as the member's health plan ID (or social security number), date of birth and the patient's first name. The provider ID can be obtained by submitting a request to info@montefiore.org (indicate "CMO Provider ID" in the subject field). A Contact Center Liaison will also be able to assist you in obtaining the ID number. You can also find your Provider ID number listed on a current claims E.O.B. *Please note that secondary (COB) information can only be provided by a Contact Center Liaison and not through the IVR System.*

The next IVR release will provide additional information on the members' benefits. The IVR is also being developed to provide claim status as well as the ability to check

the status of referrals and authorizations. More information on these exciting new features will be made available in the upcoming months.

CARELINK

CareLink is a web-based eligibility and referral system that allows users to:

Verify member eligibility-

Users can search by a member name or health plan identification number to verify coverage, eligibility and effective dates with CMO.

Submit and retrieve authorizations electronically-

Users can submit referrals for CMO members and receive immediate responses in most cases.

View Provider Reports-

Users can check status of referrals or admissions by provider name and date.

POST-N-TRACK

Now you can submit your claims directly to CMO using the Post-N-Track™ Web service. With this free, easy-to-use, secure Web connection, your claim submissions are delivered in real time to the CMO Electronic Data Interchange gateway. Post-N-Track is...

- free for all health care providers (zero provider transaction or installation fees);
- easy to download and install in just 5 minutes on a typical desktop PC with Windows 98+;
- compatible with most existing systems and HIPAA-standard 837 claim files;
- built to deliver information in real time, with faster response;
- equipped to offer reliable, user-friendly reports which track and log every claim submitted;
- designed with one easy connection to handle all of your CMO claims.

Save time and money by delivering your claims directly to CMO, CIGNA, United Healthcare, Aetna, Fidelis, Oxford, United Healthcare and other leading payers.

For more information about IVR, CareLink or Post-N-Track please call Provider Relations at 914.377.4477.