

Provider IVR User Information

1-800-686-1516

Please listen to the prompts. The Ohio Medicaid Provider Services Interactive Voice Response System (IVR) provides 24-hour, 7-day a week access to information regarding provider application status, Consumer eligibility, provider-group affiliation, claim status, payment status and provider information. New providers, who have recently submitted their enrollment application, may use their Application Tracking Number (ATN) to retrieve application status information.

Existing Ohio Medicaid Providers will need 2 of the following 3 pieces of information to authenticate to this system: their NPI, their provider number and their Tax ID number.

To obtain eligibility information, authenticated providers may enter the 12-digit consumer billing number, OR the consumer's Social Security Number and Date of Birth. In addition, the date of service must be entered. Consumer eligibility information is available for the past 36 months.

To obtain claims information, authenticated providers may inquire by Internal Control Number (ICN) or by the 12-digit Consumer Billing Number and the earliest Date of Service as well as claim type and prescription number if known. Claims information is available for the past 36 months. When you call the IVR, general information is provided. If you are familiar with the menu options, you may enter your selection at any time. The majority of menus allow you to press star (*) to repeat the menu or to press the pound (#) key to return to the main menu or previous menu.