

Please use this Interactive Voice Response (IVR) guide to make your provider inquiry call go smoothly.

When providers call the IVR provider inquiry line at 888-766-9818, extension 4276, providers will be asked to submit the following information.

1. Member Tufts Health Plan ID Number (include suffix):             #

2. Enter a 10-digit phone number where you can be reached:

3. If you have an alternate phone number say 'Yes', or press 1, otherwise say 'No' or press 0.

Please enter the 10-digit phone number:

4. State the provider's first and last name; followed by spelling of provider's last name: \_\_\_\_\_ #

5. State the caller's first and last name, if different from the provider:

(Audio signature): \_\_\_\_\_ #

At the end of the process, a confirmation number will be given to the provider. Pressing the star (\*) key will repeat the confirmation number. Pressing the pound (#) key will return the caller to the provider inquiry line menu.

**Note:** This guide is not a form. If this guide is mailed it will be returned without review.