

## **24 HOUR CUSTOMER SERVICE CENTER**

IDA, in keeping with its commitment to excellence, is pleased to announce the implementation of its Customer Service Center with an automated Twenty Four Hour Response System.

Utilizing the most advanced technology available, our new automated Voice Response and Fax System will respond quickly and appropriately to questions on claims status, including full payment detail, and will fax to a provider of service a summary description of your plan of benefits with effective date of coverage, verification of plan participants, as well as deductible and co-insurance information.

The new Service Center greatly enhances the responsiveness of our Customer Service Department which can still be accessed by entering the proper phone prompt. As previously, Customer Service Representatives remain available only during our normal business hours, 8:30 a.m.- 4:30 p.m., Monday thru Friday. However, the automated system can be accessed at any time, 24 hours a day, 7 days a week.

To assist your employees in familiarizing themselves with the new system and to hopefully maximize its utilization, we have enclosed a flow chart demonstrating its applications. We suggest you distribute copies of this chart to all employees.

At IDA our corporate philosophy is to commit ourselves to our clients and strive for excellence. Through the implementation of our Interactive Response System, we have once again achieved this goal, and remain the leader in our field.

**ACCESSING IDA'S CUSTOMER SERVICE CENTER  
with  
24 HOUR AUTOMATED INTERACTIVE VOICE RESPONSE SYSTEM  
(Touch tone phone required)**

- After greeting, select 5.
- The IDA Customer Service Center welcome message will offer five (5) options, follow the prompts.
- For claims processing and payment information, **Press 1.**
- For year to date deductible and out of pocket information, **Press 5.**
- For information regarding flexible spending accounts, **Press 6.**
- To reach a customer service representative, **Press 7.**  
You will hear a disclaimer and then be asked to have your Social Security Number available. There will be a 10 second delay then you will be asked to enter your Social Security Number. It is imperative that you enter your Social Security Number so that calls can be directed to the proper Customer Service Area. Failure to enter your Social Security Number may delay the response to your call.
- To obtain general office information, **Press 8.**
- To reach our receptionist, **Press 0.**
- **You pressed 1.** Press 1 again, then enter the unique identifier number of the participant by pressing the corresponding letter/number keys on your telephone - enter the date of service in six (6) digit format. Example: January 1, 1996 would be entered 01, 01, 96. You will then hear the claim status; i.e. being processed, or, if paid, the date paid, the amount paid and who the check was sent to. If there are multiple claims for the selected date of service, follow the prompts to receive information for all claims.
- **You pressed 2.** You will be asked to enter the social security number of the participant followed by the fax number where the verification is to be sent.
- **You pressed 3.** You will be transferred to a customer service representative during office hours only, 8:30 a.m. to 4:30 p.m., Monday thru Friday.
- **You pressed 4.** You will receive general office information; i.e. hours of operation and address.
- **You pressed 0.** You will be transferred to the receptionist.