

Phone menu shortcut guide (TRICARE East)

Humana Military’s Interactive Voice Response (IVR) uses speech recognition to improve call experiences. The automated system allows you to speak the reason for your call, rather than selecting an option by a number. The IVR will continue to be improved based on phrases callers use when calling in.

After the welcome statement you will be asked to identify who you are:

- Sponsor, beneficiary or patient, “say or press” (1)
- Hospitals, doctors and medical facilities, “say or press” (2)

The Privacy statement will play and then you will be asked:

“How can I help you today?” You should respond with words describing the reason for your call

Examples of beneficiary inquiries:

Reason for call	Say
A doctor’s bill, a claim or the amount you owe	Claims
Status of or information on a referral or authorization, or who you have been referred to	Authorization
Change the provider on your referral	Change provider
What your benefits are, catastrophic cap or deductible information, or how much your copay is	Benefits
Find a doctor, or find out if a doctor is in network	Find a provider
Change your PCM, or get a PCM assigned	Change PCM
Enroll in a plan, add a family member	Enrollment
Make a payment on your TRICARE plan	Make a payment
What plan you are enrolled in, if you are enrolled or what your eligibility is	Eligibility

Examples of provider inquiries:

Reason for call	Say
Applied Behavior Analysis (ABA)	ABA
Claims status, recoupments or processing inquiries	Claims
Update demographic information, add a provider or verify network status	Update information
Questions surrounding enrollment	Enrollment
Referral status, pre-authorizations or pre-certifications	Authorizations
Check eligibility, benefits, copay or effective date	Eligibility

Helpful hints for using natural language IVR

- Speak clearly and directly into the phone for best results
- Use short phrases when possible. “Claim status” is easier to understand than “I’m calling about a bill from my doctor”
- Minimize background noise whenever possible
- You may be asked to clarify the reason for your call. You might hear, “you’re calling about referrals, is that right?” You can answer “yes” or “no.” If “no,” you will be re-prompted
- You will be prompted three times and if unsuccessful you will be transferred to our original “Press 1 for claims, referrals, etc.” menu



(800) 444-5445

**Monday – Friday
8 AM – 6 PM**