



Unison Adds IVR Voice Recognition Option for Providers

By May 1, 2010, Unison Health Plan's Interactive Voice Response system (**1.888.586.4766**) becomes even easier to use with a new voice-recognition option.

The process is simple:

- 1) Call **1.888.586.4766**
- 2) Enter or speak your Unison provider ID number
- 3) Enter or speak the member's
 - Unison ID number or,
 - Medicaid number or,
 - Social Security number and date of birth.
- 4) Then follow the prompts for member information.

By using this enhanced IVR system, Unison Health Plan providers can enjoy these advantages.

- No waiting.
- Hourly system updates. You will receive the most up-to-date information.
- Verification for one member or multiple members in the same call.
- PCP, COB and co-payment information. Dentists can also receive dental package information.
- Information for current date of service or historical dates (within the last 180 days.)

Call **1.888.586.4766** 24 hours a day, seven days a week.