

## Using MHN's automated and self-service systems

We are continually looking for ways to help providers complete their administrative tasks with MHN in a more efficient manner. In addition to the self service tools available to practitioners on the Provider Portal, MHN offers an interactive voice response (IVR) system for our toll free telephone numbers, and we continue to make enhancements to it.

Earlier this year we added the option for practitioners to obtain the status of their MHN credentialing. This change significantly reduced routine inquiries to Professional Relations and allowed our representatives to focus on providing service to their dedicated regions. If you're unable to get the answer you need from our provider portal or IVR system, we encourage you to submit a [contact us form](#) via the Portal or reference your regional representative's [contact](#) information for further assistance.

On December 3<sup>rd</sup>, MHN also launched the ability for providers and members to check the status of a claim through the IVR system. To use this system, you'll follow just a few prompts and speak a few commands. We recommend that you have the following information at hand when you call.

Provider Identification:

- MHN's 6 digit PIN (included on all correspondence mailed to a practitioner, however practitioners can also obtain their PIN using a look up tool on the Portal).
- National Practitioner Identifier (NPI)
- Tax Identification Number (TIN)

To obtain claims status, you'll also need:

- Member Name
- Member DOB
- Member zip code
- Date of claim(s)

Our IVR system is one more way that MHN demonstrates to members and providers, "It's about *you*."

