



The Care Management CompanySM

ANNOUNCEMENT

Want to Access CMO Members' Eligibility 24/7?

Effective November 1, 2008, The CMO Contact Center has implemented Phase I of the new Interactive Voice Response (IVR) system.

You can now access member eligibility by calling 1-888-MONTE-CMO (888-666-8326) or 914-377-4400

Follow the system prompts and have the following information available:

- Member's health plan ID (or social security number)
 - patient's date of birth
 - patient's first name

In order to retrieve the eligibility information, your unique CMO Provider ID Number is required. *For your convenience we are now including your Provider ID number on each CMO EOB!*



The IVR system will allow your staff to access each member's current effective date, historical eligibility and the required co-payments for primary, specialist and emergency room visits, without having to wait in queue on the phone.

The next IVR release will provide information on the members' benefits. The IVR is also being developed to provide claim status as well as the ability to check the status of referrals and authorizations. More information on these exciting new features will be made available in the upcoming months.