NC Medicaid Automated Voice Response (AVR) System
Instructions for Dental Providers

Dial 1-800-723-4337 (toll free) using a touch-tone telephone.
Press "1" for NC Medicaid inquiries.

To verify claim status ..... Select option 1

- Enter your Medicaid provider number
- Enter the recipient's Medicaid ID number
- Enter the date of service (*use MMDDYYYY format)*
- Enter the total billed amount

To receive checkwrite information ..... Select option 2

- Enter your Medicaid provider number

To check the reimbursement rate for a procedure code ..... Select option 4

- Press "1" to select the procedure code pricing option
- Enter your Medicaid provider number
- Enter the 5-digit procedure code (*ADA procedure codes always begin with "D")*
- Enter the date of service (*use MMDDYYYY format)*
- Press "1" to select the type of treatment option
- Enter the type of treatment code (*enter 11# for dental)*

To verify if a procedure code requires prior approval ..... Select option 5

- Press "1" to select the procedure code option
- Enter your Medicaid provider number
- Enter the 5-digit procedure code (*ADA procedure codes always begin with "D")*
- Press "1" to select the type of treatment option
- Enter the type of treatment code (*enter 11# for dental)*
- Enter the place of service code (*enter 11# for office)*

To verify dental claims history for a recipient ..... Select option 5

- Press "2" to select the dental benefits limitations option
- Enter your Medicaid provider number
- Enter the recipient's Medicaid ID number
  [*Caller is notified if the recipient is not eligible for Medicaid.*]
  - For dental x-ray history ..... press "1"
  - For dental appliance history ..... press "2"
  - For dental sealant history ..... press "3"
  - For dental extraction history..... press "4"

To verify recipient eligibility ..... Select option 6

- Enter your Medicaid provider number
- Press "1" to select the eligibility and coordination of benefits option
  - To enter recipient's Medicaid ID number .....press "1" **-or-**
  - To enter recipient's date of birth and social security number .....press "2"
- Enter the date of service (*use MMDDYYYY format or press # for current date)*

General Information

- To enter letters in the provider number, recipient ID number or procedure code – use the following codes:

A - *21	D - *31	G - *41	J - *51	M - *61	P - *71	T - *81	W - *91	Q - *11
B - *22	E - *32	H - *42	K - *52	N - *62	R - *72	U - *82	X - *92	Z - *12
C - *23	F - *33	I - *43	L - *53	O - *63	S - *73	V - *83	Y - *93	

- The AVR System is available 24 hours per day, 7 days per week – except 1:00-5:00 AM on the 1st, 2nd, 4th and 5th Sundays and 1:00-7:00 AM on the 3rd Sunday of every month.
- The system will process up to 15 transactions per call.
- Please have all necessary information ready – the system will disconnect after two timeouts of 10 seconds or more.
- For additional assistance, contact EDS Provider Services at 1-800-688-6696 (919-851-8888 in the Raleigh area).