

## **HealthHelp Voice Response System Updates Effective March 1, 2019**

HealthHelp, the OHIP vendor for radiology management/prior approval, will be updating its Interactive Voice Response (IVR) System effective March 1, 2019. New options will be added to allow providers to check the status of prior approval requests at any time (24/7) without agent assistance, get information on a fax request, and start an agent assisted prior approval request.

HealthHelp IVR System prompts will be as follows:

- Option 1:** Get information about fax requests
  
- Option 2:** Check the status of prior approval request (24/7)
  
- Option 3:** Start a request for a radiology procedure assisted by a HealthHelp agent

For assistance with the IVR system, HealthHelp agents are available from 8AM- 8PM EST Monday - Friday, and 8AM -5PM Saturday EST at 1-888- 209-4122

Other questions may be directed to the Bureau of Medical Review at 1-800-342-3005 or [ohipmedpa@health.ny.gov](mailto:ohipmedpa@health.ny.gov).