New York State Medicaid

**HEALTHHELP**
A WNS COMPANY

# Provider Notification

# HealthHelp IVR System Process

Our 24/7 IVR automation will allow you to check the status of any recent prior approval requests.

| | |
|---|---|
| **Step 1:** | Dial 1 (888) 209-4122 and use Option 2 to check status 24/7 |
| **Step 2:** | Start your status check off by providing the Member ID and Date of Birth of the member |
| **Step 3:** | The IVR automation will provide a status check on any recent procedures that are on file for that member. |

**For additional questions about the IVR automation, our staff is happy to help.**

**Please call a HealthHelp agent at 1 (888) 209-4122 8AM-8PM EST Monday - Friday, 8AM -5PM Saturday EST.**