



IVR QuickStart Guide



Interactive Voice Response (IVR) QuickStart Guide for
TRICARE South Customers
1-800-444-5445

<p>Main Menu Self-Service Options</p> <ul style="list-style-type: none"> • Mental Health • Claims • Providers • Payment Options • TRICARE Reserve Select <p>To dial an extension directly, enter it when prompted Say YES to use automated express service menu</p>	
<p>Mental Health Questions</p> <ul style="list-style-type: none"> • Press or say 1 • You will be transferred to the Value Options voice response menu • Select 3 for 'Beneficiary' <p>You will be transferred to a representative</p>	<p>Eligibility Status and Benefits</p> <ul style="list-style-type: none"> • Say Yes to use automated express service menu • Stay on the line through the "All others, stay on the line" prompt • Say or Press 1 when prompted • You will be directed to the Eligibility and Benefits Line
<p>Claims</p> <ul style="list-style-type: none"> • Press or say 2 • You will be transferred to the PGBA menu <p>Select the option that best fits your needs</p>	<p>Referral Status</p> <ul style="list-style-type: none"> • Say Yes to use automated express service menu • Stay on the line through the "All others, stay on the line" prompt • Press or say 2 • Answer prompts and have Sponsor SSN ready • You will be directed to the Referral Status Line • Say "no" to the first prompt <p>To check an existing referral, have Sponsor SSN and patient's birthdate ready (you may also be prompted for zip code)</p>
<p>If you are a doctor, hospital, or medical facility</p> <ul style="list-style-type: none"> • Press or say 3 	<p>TRICARE Service Center Locations</p> <ul style="list-style-type: none"> • Say Yes to use automated express service menu • Stay on the line through the "All others, stay on the line" prompt • Press or say 3 • You will be directed to the TSC directions line
<p>Payment Options</p> <ul style="list-style-type: none"> • Press or say 4 • You will be transferred to the Pay By Phone menu • Your options are: <ul style="list-style-type: none"> • Pay by Phone • Mailing address • Payment Amount Due • Web Payments 	<p>To look up a doctor or medical provider</p> <ul style="list-style-type: none"> • Say Yes to use automated express service menu • Stay on the line through the "All others, stay on the line" prompt • Press or say 4 • You will be directed to the Medical Provider Finder line
<p>TRICARE Reserve Select (Reservists or National Guard members only)</p> <ul style="list-style-type: none"> • Press or say 5 <p>You will be transferred to a representative</p>	<p>Audio Library about Health Topics</p> <ul style="list-style-type: none"> • Say Yes to use automated express service menu • Stay on the line through the "All others, stay on the line" prompt • Press or say 5 • You will be directed to the Audio Library Catalog