

Custom Design Benefits offers our Provider partners an automated IVR system to access member information at your convenience. Read the following Frequently Asked Questions to learn more.

1. What is an IVR System?

IVR stands for Interactive Voice Response and is a technology that allows you to interact with a business's computer-operated phone system to retrieve information by giving choices via a menu.

2. How do I access the IVR?

Dial 513.855.6352 to access the IVR directly. The following options are available:

- Press 1 for Eligibility and Benefits
- Press 2 for Claim Status
- Press 3 for Accumulators

3. What information is available through the IVR?

- Member eligibility information
- Claim status
- Claim payment information
- Member accumulator data

4. What information is needed to find information about a member or a claim?

Please have the following information available when you access the IVR:

- Your Tax ID
- Date of Service
- Member ID
- Billed amount(s)
- Member DOB

5. The Member ID contains letters and numbers, how do I enter it into the IVR?

When prompted to enter the Member ID, use the corresponding number for the letter from the keypad. 2 is for letters ABC, 3 is for letters DEF, 4 is for letters GHI, etc.

For example, if the Member ID is AMS000474 you would enter 267000474. If the Member ID is WIN000456 you would enter 946000456.



NOTE: The Member ID on the Provider Portal displays the member sequence number as the suffix of the Member ID. You only need to enter the 9 characters of the Member ID into the IVR; if you enter the suffix the Member ID will not be found.

Member ID → AMS000474 -01 ← Suffix

6. What do I do if the IVR can't find the Member ID or Tax ID I've entered?

Verify the information (see above for Member ID format) and try the IVR again. If the system again cannot find the information you are looking for, call 800.598.2929, explain the issue to the Operator and you will be transferred to Customer Service.

7. Can I receive a Fax back of the information available on the IVR?

Yes, you will have the option to receive a fax of the information presented to you through the IVR. After you have been given the information concerning Eligibility, Benefits, Claim Status or Accumulator data you will be asked if you would like a fax of this information. Select option 1 and the IVR will prompt you for the fax number you would like the fax sent to. After entering your fax number the system will confirm when the fax was sent. Typically, you will receive the fax within approximately 3 minutes.

8. Are there any other ways to access member information?

A Provider Portal is available on our website customdesignbenefits.com on the Login page.

How to register for the Provider Portal:

- On the Welcome screen, select **Click Here to Register**
- Click on the drop-down box and select **Provider** (do not select Provider Enrollment)
- Enter the following information:
 - ✓ Tax ID
 - ✓ ZIP Code
 - ✓ First Name
 - ✓ Last Name
 - ✓ Username
 - ✓ Email address
 - ✓ Password
- Click **Submit**
- Check your email for a confirmation email from vbagateway@vbagateway.com
- Click the link in the email to complete the registration process
- Use your username and password to log in