Navigating the Voice Portal
Quick Reference

Getting started
- The Oxford Voice Portal is a simple and easy way for physicians and health care professionals to access information in as little as two minutes.
- Throughout the call you will be prompted to make selections by voice or keypad.
- You will be asked to enter your patient’s member identification number. This can be found on the member’s health care ID card.

Step-by-step instructions are on Page 2.

Overview

Oxford Voice Portal
1-800-666-1353

When prompted, make a selection by saying:

Claims
- Options for Claims
- You can search by:
  - Date of service
  - Claim number
  - Check the five most recent claims

Benefits and Eligibility
- Options for Benefits and Eligibility
- Enter the Member Identification Number and the patient’s date of birth.

Referrals
- Options for Referrals
- You can create a referral or search for an existing referral by number or the five most recent referrals.
- You can also check on a Peer-to-Peer Review.

Precertifications
- Options for Precertifications
- Create a precertification or search for an existing precertification by Number or Date of Service.
- You can also check on a Peer-to-Peer Review.

Help Me With Something Else
- Options for Help Me With Something Else
- You can say Credentialing, Pharmacy, Website Support, Facility and Practice Changes, or Chiropractic Services.

Helpful Tips
Before being routed to a representative, you can choose to take a brief survey. Stay on the line after your call with a representative to initiate the survey.
Claim Status by Date
1. Say “Claims”  
2. Enter your Provider Identification Number  
3. Enter your patient’s member number  
4. Enter your patient’s date of birth  
5. Say “Search by Date”  
6. Enter the date of service  
You will hear claim information about the member number entered.

Referral Status by Referral Number
1. Say “Referral”  
2. Enter your Provider ID  
3. Say “Check the Status”  
4. Enter your patient’s member number  
5. Enter your patient’s date of birth  
6. Say “Search by Number”  
7. Enter the referral number  
You will hear details of the referral and you can enter a fax number to receive a copy.

Five Most Recent Claims
1. Say “Claims”  
2. Enter your Provider ID  
3. Enter your patient’s member number  
4. Enter your patient’s date of birth  
You will hear claim information about the five most recent claims.

Benefits and Eligibility
1. Say “Benefits and Eligibility”  
2. Enter your Provider ID  
3. Enter your patient’s member number  
4. Enter your patient’s date of birth  
You will hear benefits and eligibility information for the member number you entered.

Create a Referral
1. Say “Referral”  
2. Enter your Provider ID  
3. Say “Create a Referral”  
4. Enter your patient’s member number  
5. Enter your patient’s date of birth  
6. Enter the Provider ID you are referring to  
7. Enter the number of visits you are referring for  
8. Enter the date the referral is effective  
You will hear the referral information confirmed and receive a case number.  
Note: to have a copy of the referral faxed to you or someone else, you must first check the Referral Status.

Precertification Status by Date of Service
1. Say “Precertification”  
2. Enter your Provider ID  
3. Say “Check the Status”  
4. Enter your patient’s member number  
5. Enter your patient’s date of birth  
6. Say “Search by Date”  
7. Enter the date of service you are calling about  
You will hear precertification information for the date entered.

Credentialing
1. Say “Help Me With Something Else”  
2. Say “Credentialing”  
3. Say the type of credentialing you are calling about. Options are Behavioral Health, Chiropractic, Radiology, Dental, Facilities.

Pharmacy
1. Say “Help Me with Something Else”  
2. Say “Pharmacy”  
3. Say the type of member you are calling about. Options are Oxford Commercial or Medicare Advantage.

Website Support
1. Say “Help Me With Something Else”  
2. Say “Website Support”  

Facility and Practice Changes
1. Say “Help Me With Something Else”  
2. Say “Facility and Practice Changes”  
3. Say where you are calling from. Options are Facility and Physicians Office.

Chiropractic Services
1. Say “Help Me With Something Else”  
2. Say “Chiropractic Services”  

Precertification Status by Number
1. Say “Precertification”  
2. Enter your Provider ID  
3. Say “Check the Status”  
4. Enter your patient’s member number  
5. Enter your patient’s date of birth  
6. Say “Search by Number”  
7. Enter the precertification number you are calling about  
You will hear precertification information for the number entered.

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