What can I do with OxfordExpress?

Don’t have a computer or internet access? OxfordExpress is an Interactive Voice Response (IVR) system, which allows you to perform the following transactions - using only the keypad on your phone, without waiting to speak to a representative.

Simply dial to:
• Check patient eligibility
• Check the status of a referral
• Check the status of a claim
• Submit a referral
• Check the status of a precertification/authorization request

Getting Started

Your Oxford Provider ID and an access code are required to use OxfordExpress. To obtain your access code:
• Facilities can call (800) 811-0881, Monday through Friday, 8am to 6pm (EST) to request a code.
• Physicians and other health care professionals can call (800) 666-1353 and follow the prompts to OxfordExpress.
  1. Enter and verify your Provider ID number.
  2. When asked for your access code, press the pound sign (#).
  3. Press 1 and enter the physician’s Social Security number and date of birth (MMDDYYYY).
  4. Enter a four to six digit code of your choice and record it for future use. Your access code will be activated immediately if the information you enter matches Oxford’s system. If you are unable to create a PIN, please call our Help Desk at (800) 811-0881.

OxfordExpress
Toll-Free (800) 666-1353

Step 1
Press 2 to confirm you are calling on behalf of a physician or other health care professional

Step 2
Press 1 if you participate with Oxford, a United-Healthcare Company.
Press 2 if you do not participate.
Press 3 if you are calling for a pharmacy.

Step 3
Press 1 to enter OxfordExpress

HINT: Learn how to ‘Express dial’ to this point for future calls. Refer to ‘Helpful Hints’ to learn more.

Step 4
Press 1 to check patient eligibility and PCP
Press 2 to check the status of a referral
Press 3 to check the status of a claim
Press 4 to submit a referral
Press 6 to check the status of a precertification authorization request

NOTE: With the exception of checking patient eligibility, users must authenticate to access the system and perform transactions.

Enter your Oxford Provider ID number followed by the pound (#) sign.
For example, if your ID is NP4497, press 6 for the “N” and 7 for the “P”. The entire ID number is therefore entered as 674497#.

The number you entered is repeated back to you for confirmation.
• If the ID number that you hear is correct, Press 1. If the ID number is incorrect, please wait for a second number to be read.
• If the second ID number is correct, press 2. If it is incorrect, please wait for a third number to be read.
• If none of the options are your correct Provider ID number, please press the pound key (#) to re-enter your Provider ID number.

Refer to the next page for additional information on individual transactions.
Press 1 to check patient eligibility and PCP

Enter the patient’s Oxford Member ID number or SSN to learn if the patient is eligible to receive Oxford benefits. The patient’s current primary care physician (PCP) and/or OB/GYN selection are provided when applicable.

Press 2 to check the status of a referral

Enter the patient’s Oxford Member ID number or SSN to research all referrals submitted within the past 180 days. Choose to listen and/or receive a fax containing this information.

Press 3 to check the status of a claim

Enter your Oxford Provider ID, the date of service and the patient’s Oxford Member ID number or SSN to check the status of your claims. Skip over non-applicable claims by pressing 7. After selecting a particular claim, Requested Amount, Date Received, Status, Status Date, and Amount Paid information are provided. You can choose to receive a fax with these details (similar to a remittance advice).

Press 4 to submit a referral

Follow the prompts and enter the Oxford Member ID number, the referred-to-physician’s or health care professional’s ID number, the number of visits and the effective date of the referral.

- Once a referral has been submitted electronically, it is on file in our system and is available for inquiry by hospitals, physicians and other health care professionals (by any electronic means, not just via OxfordExpress).

We also offer an automatic fax notification feature for referred-to physicians/other health care professionals. Physicians and other health care professionals who receive referrals may enroll for this feature by entering their fax number on www.oxfordhealth.com or via OxfordExpress. Once enrolled, faxes are generally sent within 24 hours of referral submission.

Press 5 to submit a precertification authorization request

Note: Although currently featured on OxfordExpress, authorizations cannot be requested using this option at this time. Please request authorizations online at www.oxfordhealth.com, or call to speak with a Provider Service Representative at (800) 666-1353.

Press 6 to check the status of a precertification authorization request

Enter the patient’s Oxford Member ID number or SSN and research all the authorizations submitted within the past 180 days. Choose to listen and/or receive a fax with this information.

Helpful Hints

- ‘Express dial’ into OxfordExpress without having to listen to all of the prompts. Simply dial (800) 6661353, and once the call is answered press: 2, [1, 2 or 3], 1.
  - You can switch back and forth between options without hanging up the phone.
  - OxfordExpress saves your fax number throughout a call. When you are ready to have a new item faxed to you, confirm that you wish to use the fax number previously submitted by pressing 1.
  - For more information, or if you have a question about OxfordExpress, call our Provider Services number at (800) 666-1353 to speak with a representative.
  - If you have technical difficulty with OxfordExpress, please call our Help Desk at (800) 811-0881.

Numerical to Alpha Letter Reference Grid

Refer to this grid when entering information over the phone. Note: When using OxfordExpress, the letters Q and Z correspond with the number 1, even though they may be numbers 7 and 9 on your phone.

This is the pound key.