

TO: All Providers

SUBJECT: Important Information Regarding Additional Telephone Lines for Unisys/Paramax

EFFECTIVE: Immediately

The number of telephone calls to Unisys/Paramax, the state's new fiscal agent, has far exceeded initial projections. Consequently, some providers may have experienced difficulty in reaching service staff. The volume of telephone traffic also impacted on the ability of Unisys/Paramax to return calls, since the circuits were often tied up with incoming calls.

The Division of Medical Assistance and Health Services (DMAHS) and Unisys/Paramax recognized that improvements were urgently needed to assure that the provider community was able to obtain necessary assistance by telephone. In order to assist providers, a number of steps have been taken to significantly improve the ability to handle the current volume of incoming and outgoing calls. These improvements are listed and discussed below.

Separate lines for Recipient Eligibility Verification (REVS) and Claims Status Information

Providers who wish only to inquire about recipient eligibility or claims status and who do not need to speak directly to a Provider Representative, should now call (800) 676-6562. Local callers in the (609) Area Code may use 584-1174. These new numbers are dedicated to the automated voice response system, and will no longer tie up lines for provider calls to the Provider Representative.

Additional Telephone Circuits for REVS

As of March 1, 1992 there are a total of seventeen (17) lines available for REVS services.

Additional Telephone Circuits for Provider Representatives

In addition to the new lines for REVS services, we have added new lines for the Provider Representatives, bringing the total available to fifteen.

### Additional Telephone Equipment to Support the New Circuits

The Unisys/Paramax existing telephone switching equipment used for both voice and data communications, is being upgraded to better support the new voice lines.

### Direct-In-Dialing

Unisys/Paramax added a Direct-in-Dialing feature to its telephone system, which allows non-Medicaid related calls to be routed directly to the intended receiver. This frees up lines for Medicaid-related calls made directly to the Unisys/Paramax switchboard at the (609) 584-0200 number.

### Additional Staffing to Support Provider Telephone Inquiries and Provider Training

New staff are now on board and undergoing intensive training to operate the additional voice lines. Several of the new staff have a number of years of Medicaid-related telephone experience. The work schedule has also been revised to ensure that all Telephone Representatives are on-line from 8:00 a.m. until 5:00 p.m. each work day.

### Supplemental Training for Provider Communications Staffing

All Provider Communications personnel are undergoing an extensive refresher training program in the billing requirements of the New Jersey Medicaid Management Information System. This training is being conducted by experienced Provider Training staff under the direction of the Provider Services Manager.

DMAHS and Unisys/Paramax are confident that providers will see a significant improvement in their ability to obtain information and services from Unisys/Paramax by telephone now that all of the above improvements are fully operational. DMAHS and Unisys/Paramax appreciate your patience, and wish to reassure you of their commitment to provide the highest level of service possible to support the provider community.