

New Mexico Medicaid Automated Voice Response System (800) 820-6901

Available AVRS Responses

Eligibility

- You may inquire by any of the following:
 - Recipient ID
 - Social security number and date of birth
- Provides client eligibility on the date of service.
- Provides Managed Care eligibility, including Managed Care Plan and contact numbers
- Provides service limitations/restrictions
- Provides Medicare coverage, when applicable
- Provides detailed Third Party Coverage, when applicable

Current Check Amount

- Provides payment register date and payment amount

Claim Status

- You may inquire by TCN or client ID and date of service
- Provides detailed claim status information, including
 - TCN
 - Client ID
 - Paid or denied date
 - Amount paid (if any)

**Provider type 201 may inquire up to 3 years back, provider type 221 may inquire up to 7 years back and all other providers may inquire 1 year back.*

AVRS General Information

AVRS can be accessed as often as needed.

If your inquiry (Provider Number, Procedure Code, etc.) has alpha characters they will need to be converted into number characters using the following chart. Press the star key (*) before entering the 2-digit code.

A=21 B=22 C=23 D=31 E=32 F=33
G=41 H=42 I=43 J=51 K=52 L=53
M=61 N=62 O=63 P=71 Q=11 R=72
S=73 T=81 U=82 V=83 W=91
X=92 Y=93 Z=12

Enter dates in month, day, 4 digit year format (ex. mm/dd/yyyy)

Notice: The Medical Assistance Division provides the AVRS as a convenience to the New Mexico provider community. AVRS is not an on-line payment device and therefore does not contain the necessary programming for adjudication of a claim; incorrect or inappropriate data entered into the AVRS could in some instances elicit a misleading response.

Medical Assistance Division billing instructions, the Medical Assistance Program Manual, and the Medicaid eligibility systems, rather than AVRS, remain the final authority in all matters of claims adjudication. Questions or requirements for successfully billing rendered services should still be directed to the Consolidated Customer Service Center (CCSC) at 1-800-299-7304.