

## Common Electronic Data Interchange Enrollment Interactive Voice Response Guide

Status of enrollment forms can be checked 24 hours a day, seven days a week using the Common Electronic Data Interchange (CEDI) Enrollment interactive voice response (IVR).

To reach the CEDI Enrollment IVR, dial 1-866-311-9184 and select Option 2.

Below is a general script of the options the system will ask for:

**The system will answer: “Thanks for calling Medicare. When you hear the form you are calling about, just say it – CEDI Supplier Authorization Form, CEDI Submitter Action Request Form, or CEDI Enrollment Agreement Form.”**

At this time you can say the name of the form for which you are checking the status or you can type the number of the form on the touch tone key pad on your phone.

- Press 1 for the CEDI Supplier Authorization Form
- Press 2 for the CEDI Submitter Action Request Form
- Press 3 for the CEDI Enrollment Agreement Form

**The system will then ask: “Now, what’s the Request ID (RID)? It’s a five to seven (5-7) digit number located in the confirmation e-mail that was sent when the form was received.”**

- The RID number is also located on the printed copy of the enrollment form as a “RID.”
- If you have problems with the system understanding you, you can also enter the RID using the touch tone key pad on your phone.
- You can say “HELP” at anytime for assistance.
- To check by the National Provider Identifier (NPI) and Provider Transaction Access Number (PTAN)/Medicare supplier number, say “Check by NPI.”
  - Be prepared to provide the NPI, PTAN, and the date the request was submitted electronically.
  - You can say the NPI, PTAN and date or enter them using the touch tone key pad on your phone.
- Once the system is able to identify the form, it will advise you of the status.

**The system will then state: “Say repeat that’ or to get a status of a different form say ‘Get another status’ or to end the call say ‘Goodbye’.”**

If you are having problems with the system hearing you, you can also select the option on the touch tone key pad on your phone.

- Press 1 for Repeat that
- Press 3 for Get another status