



An IVR, or Interactive Voice Response, system recognizes verbal inquiries to provide information to the caller without having to speak with a representative. From the IVR menu callers will be able to: check general claim status, request remits, and even verify member benefits and eligibility!

***Get patient benefit information 24/7***

- *Now you can get the patient information you need - anytime you need it. Interactive voice technology (IVR) is coming your way in 2018.*
- *With IVR self-service, you can check eligibility, claim status, and benefit information 24/7 for your patients with Aetna Better Health®. You can also get unlimited benefit inquiries.*
- *In a hurry? No need to speak with a representative or wait. You'll have access to IVR in 2018. Just call your provider relations representative to learn more.*