HealthX Fax System is an automated fax system created to assist you on a timely manner whenever you cannot access a live person. This system will provide you **status** on:

- Member eligibility
- Claims (6 months history per member)
- Pre-authorizations (not to be confused with the submission of pre-authorizations with the appropriate form via fax as you normally due)

All you need to do is dial 915-225-5463 or toll free (866) 283-2792 and follow the instructions that the automated system will request from you.

Please look at the flow chart enclosed so you know what steps to follow. As long as you do not hang up, you can check status on as many members as you want. You should receive a fax within minutes or a voice play back message if that is what you prefer.

If you have any questions on the HealthX Fax System please contact the Provider Relations Department at 915-532-3778. Thank you!

Call automated fax service at
Local: (915) 225-5463
Toll Free: (866) 283-2792

Health x Fax System

El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

Preferred
ADMINISTRATORS

Health CARE
OPTIONS *of* EL PASO

Questions
Contact Provider Relations
at
915 532-3778 ext.1507

Enter return fax number
(ex. 9155323778)

Read back of number correct?
No — 2
1 Yes

Enter Tax ID
(ex. 987000321)

Read back of number correct?
No — 2
1 Yes

Hang up to end session

Another Request

Eligibility?
Claim?
Auth?
1 — Eligibility
3 — Auth
2 — Claim

Eligibility

Enter Social Security No. or Member ID
(press # when finished)

Read back of number correct?
(numeric only*)
No — 2
1 Yes

Claim

Enter Social Security No. or Member ID
(press # when finished)

Read back of number correct?
(numeric only*)
No — 2
1 Yes

numeric only*
The read back only gives numbers to speed up the process!

All or Specific date
(store 6 months)
1 All
Specific Date — 2

Enter Date
(ex. 120809 for 12/08/2009)

Verbal Read Back
Press 1 to skip ahead

Same Member Another Claim — 1
4 choices
Send Fax — 2
3 — New Inquiry
4 — Hang Up

Auth

Enter Social Security No. or Member ID
(press # when finished)

Read back of number correct?
(numeric only*)
No — 2
1 Yes

Enter Date
Start of Service
(ex. 120809 for 12/08/2009)

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