



Why Use DIVA?

- AVAILABLE 24/7
- PAPERLESS
- EASY REFERRAL ENTRY
- BACK DATE UP TO 30 DAYS
- REFERRALS ARE AVAILABLE IMMEDIATELY
- SIMPLE RETRIEVAL
- NO MAILING OF FORMS
- NO POSTAGE COSTS
- FAX CONFIRMATION
- VERIFY ELIGIBILITY

Gateway understands that there may be instances when a provider is unable to use DIVA. A downloadable version of the PCP and OB/GYN Referral Form is available at www.GatewayHealthPlan.com. Each time a form is downloaded it is given a unique referral number. For claims payment purposes each referral you issue requires a NEW form to be downloaded and printed. Just print, complete and mail to the address on the form.

DIVA...

Your DIGITAL VOICE ASSISTANT!

GO GREEN WITH GATEWAY!

As part of our Going Green efforts here at Gateway we announced in the December 2010 Provider Update plans to discontinue printing and mailing the newsletter in 2011. The newsletter will be accessible on our website only. We've received positive feedback to this news and suggestions from our providers and Gateway staff on other opportunities to help the environment and Go Green. To further reduce our impact on the environment Gateway will discontinue printing and distributing paper Referral Forms and require providers to use DIVA – Gateway's Automated Telephone Referral System instead. This change will go into effect July 1, 2011 for our OB/GYN providers and October 1, 2011 for our Primary Care Physicians. Additional information on this change will be forthcoming. Training will be provided by your Provider Relations Representative and the many **Benefits** of DIVA are listed to the left. If you are not a DIVA user already you don't have to wait until the implementation dates to begin. **Give it a try by calling 1-800-642-3515!**

BETTER MANAGE YOUR TIME WITH DIVA

If you are a new DIVA user we suggest for your initial try at entering a referral that you use the detailed Referral Entry instructions printed in the ***Gateway At A Glance for Medicaid Providers*** or you can view a DIVA video tutorial at www.GatewayHealthPlan.com. Once you become comfortable using DIVA, or if you are already an experienced user, refer to the **DIVA QUICK REFERRAL ENTRY GUIDE** on the back page of this educational tool. You'll quickly find it only takes seconds to generate a DIVA referral versus the minutes it takes to manually write a referral. In addition, you can enter multiple referrals during the same call without having to hang up or re-enter your practice information. We're convinced that you will find DIVA a faster and more economical alternative to paper.

GATEWAY HEALTH PLAN®
DIVA QUICK REFERRAL ENTRY GUIDE
For Medicaid PCPs and OB/GYN Providers

Information to have on hand before entering referral:

- ✓ Your Gateway Group Provider ID Number
- ✓ Member ID Number
- ✓ Group ID for the Specialist/Hospital to which you are referring

- 1) Call **1-800-642-3515**
- 2) Press 2 to enter a new referral
- 3) Enter your group provider ID number : _____
- 4) Enter the member's ID number as it appears on the member ID card.
- 5) Enter the group provider number of the specialist/hospital to which you are referring the member.
- 6) Choose the referral type:

Press 1 General referral for 3 visits within the next 90 days

Press 2 Allergy or pain management services for 9 visits within the next 90 days

Press 3 Dialysis, chemotherapy, or radiation therapy for 90 visits within the next 90 days

7) Press 1 to save the referral (wait for the referral ID number)

Referrals may be back-dated 30 calendar days

Additional Options

<p>Additional Instructions:</p> <p>Press 1 To repeat the referral number</p> <p>Press 2 To enter a new referral for the same PCP</p> <p>Press 3 To enter a new referral for a different PCP</p> <p>Press 4 To fax a referral (see options below)</p> <p>Press 5 To return to the main menu</p> <p>Press 6 If you are finished</p> <p>Press 9 To hear this menu again</p> <p>Press 0 To be connected to a Provider Services Representative</p>	<p>If you chose 4:</p> <p>To fax a referral, choose one of the following options:</p> <p>Press 1 To send a fax to the PCP only</p> <p>Press 2 To send a fax to the specialist/hospital only</p> <p>Press 3 To send a fax to both the PCP and the specialist/hospital</p> <p>Press 4 To return to the main menu</p> <p>Press 9 To hear this menu again</p> <p>If you chose 1, 2 or 3:</p> <p>To send a fax, choose one of the following options:</p> <p>Press 1 To use the fax number stored in the database</p> <p>Press 2 To enter an override fax number (allows you to enter any fax number)</p>
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FREQUENTLY REFERRED TO PROVIDERS

Provider Name _____

Group ID# _____ Fax# _____

Provider Name _____

Group ID# _____ Fax # _____

Provider Name _____

Group ID# _____ Fax # _____

Provider Name _____

Group ID# _____ Fax # _____

Provider Name _____

Group ID# _____ Fax # _____

Provider Name _____

Group ID# _____ Fax # _____