

Gateway Health PlanSM

Pennsylvania Medicaid

DIVA Telephone Referral Verification System

If you are a PCP or OB/GYN and wish to verify eligibility or issue a referral, begin by calling the DIVA Eligibility/Referral System at 1-800-642-3515. Simply follow the prompts or refer to the quick reference guide below.

TO BEGIN

Press 1 if you are calling regarding a member that resides in *Pennsylvania*

TO REVIEW EXISTING REFERRALS

Press 3 to review all existing referrals that your practice has issued

Provider Type?

Press 1 if you are a PCP checking on the status of a referral

Press 2 if you are a Specialist checking on the status of a referral

Provider Number?

Enter your group provider identification number

Member ID Number?

Enter the member's 8-digit Gateway identification number (as it appears on the member's identification card)

(pause) Referral Information

If there is a match, the following information will be provided:

PCP ID Number	Referral Case Number	Expiration Date
Member ID Number	Effective date	Number of Visits Approved
Specialist/Hospital ID Number		

Playback Options:

Press 1 to play the referral information again

Press 2 to check for subsequent referrals

Press 3 to check for a referral using the same PCP or Specialist/Hospital

Press 4 to check for a referral using a different PCP or Specialist/Hospital

Press 5 to fax a list of reviewed referrals (see options below)

Press 6 to return to the main menu

Press 7 to exit

Press 9 to hear this menu again

Press 0 to speak with a Provider Servicing Rep

If you chose 5:

To fax a referral, choose one of the following options:

PLEASE NOTE: The number of the practitioner will be reviewed via the automated system if one is found; Please assure that this is the number that you wish to send the fax to. See additional options below for choosing the default fax or entering a new fax number.

Press 1 to send a fax to the PCP only

Press 2 to send a fax to the specialist/hospital only

Press 3 to send a fax to both the PCP and the specialist/hospital

Press 4 to return to the main menu WITHOUT sending the fax

Press 9 to hear this menu again

Press # to return to the previous menu

If you chose 1, 2 or 3:

To send a fax, choose one of the following options:

Press 1 to use the fax number stored in the database

Press 2 to enter a fax number (allows you to enter any fax number)

Press # to return to the previous menu

Note: DIVA is only for referrals from PCPs to specialists and hospitals and for referrals from OB/GYNs to hospitals. Authorization is still required for certain services. Specialists and hospitals may only review referrals.