

Gateway Health Plan

DIVA Telephone Eligibility/Referral 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 VERIFY MEMBER ELIGIBILITY

Verify Eligibility?

Press 1 to verify eligibility

Member Identification Number?

Press 1 to verify eligibility using the patient's social security number, when prompted enter the patient's 9-digit social security number, then press the # key

Press 2 to verify eligibility using the patient's Gateway member identification number, when prompted enter the patient's 10- digit Gateway identification number, then press the # key

Press 4 to verify eligibility using the patient's recipient identification number, when prompted enter the patient's recipient identification number, then press the 3 key

Press 0 to speak to a Provider Services Representative

Press 9 to repeat the menu

Verification of Date?

Press 1 to verify whether the patient is eligible TODAY

Press 2 to verify whether the patient is eligible on a specific date (enter date)

Press 9 to listen to the instructions again

Press 0 to speak to a Provider Services Representative

Additional Instructions:

Press 1 to receive additional information about the patient/member

Press 2 to received the patient's Primary Care Practitioner name and telephone number

Press 3 to fax information regarding the patient whose eligibility is being verified

Press 4 to verify eligibility for another patient/member

Press 5 to exit

Press 0 to speak to a Provider Services Representative

TO ENTER A REFERRAL TO A SPECIALIST OR HOSPITAL

Enter a Referral?

Press 2 to **enter** a new referral

Provider Identification Number?

Enter your group provider number

Member Identification Number?

Enter the member's 8 digit ID number (as it appears on the member's ID card)

Specialist/Hospital Provider Identification Number?

Enter the group provider number of the specialist/hospital to which you wish to refer the member. Finish by pressing the # key

(pause) **Verification of Identification Numbers**

Type of Referral

Press 1 To enter a general referral for three visit within the next 90 days

Press 2 To enter a referral for allergy or pain management services for nine visits within the next 90 days

Press 3 To enter a referral for and ER Visit within the last week

Press 4 To enter a referral for dialysis, chemotherapy or radiation therapy for 90 visits within the next 90 days

Save Referral?

Press 1 To save the referral (wait for referral ID number)

Press 2 To discard the referral

Additional Instructions:

Press 1 To repeat the referral number

Press 2 To enter a new referral for the same PCP

Press 3 To enter a new referral for a different PCP

Press 4 To fax a referral (see options below)

Press 5 To return to the main menu

*To speak with a Provider
Servicing Representative during
business hours, you may Press 0,
then # at any time.*

- Press 6 If you are finished
- Press 9 To hear this menu again
- Press 0 To be connected to a Provider Servicing Representative

If you chose 4:

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

- 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 a 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.