

# Denti-Cal Bulletin



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## *Helpful Hints for Using the Telephone Automated Eligibility Verification System (AEVS)*

The Telephone Automated Eligibility Verification System (AEVS) is an interactive voice response system allowing providers to access beneficiary eligibility and update Share of Cost (SOC). The phone number for AEVS is 1-800-456-2387.

Please note that AEVS is not maintained by Denti-Cal: providers experiencing technical difficulties need to contact the AEVS Point of Service (POS) Help Desk at 1-800-427-1295.

### *Helpful Hints*

The following are some helpful hints when using telephone AEVS:

- ◆ **Prior to Calling AEVS:** Have all necessary information ready (i.e. pin number, beneficiary ID number, and beneficiary date of birth), as well as pen and paper to write information down.
- ◆ **Hours of Operation:** AEVS is available from 2 A.M until midnight, seven days a week.
- ◆ **Time Limits:** When prompted for a response, telephone AEVS will wait for five seconds. If after the third reminder no response is detected, the connection will be terminated.
- ◆ **Error Limits:** AEVS allows for three opportunities to enter correct information. After the third error, AEVS terminates the connection.
- ◆ **Eligibility Information:** Each inquiry received by AEVS having an eligible response results in AEVS providing an Eligibility Verification Confirmation (EVC) number. The EVC number should be noted in your patient's records for future reference.
- ◆ **Inquiry Limits:** Providers are limited to a maximum of 10 inquiries for each telephone call. An inquiry that has been resubmitted because of a previous error is considered an additional inquiry.

More information about AEVS can be found in the AEVS user guides located on the Medi-Cal Web site at [http://files.medi-cal.ca.gov/pubsdoco/AEVS\\_home.asp](http://files.medi-cal.ca.gov/pubsdoco/AEVS_home.asp).

For questions on the above, or any other information, please contact the Denti-Cal Telephone Service Center at (800) 423-0507.