



## Instructions for using the FAX RECALL SYSTEM

If you are calling from an Evergreen Provider Office:

- ❑ Call Members services, 660-6550 or 1-888-294-9451 select option 1
- ❑ Once in Fax-Recall select:

|          |               |
|----------|---------------|
| Option 1 | Eligibility   |
| Option 2 | Claims Status |

### Eligibility:

Enter the member ID number, including the suffix  
Enter the provider's fax number, including area code. A print out is then routed to your office. The print out will include eligibility information on the member and basic benefit information.

### Claims Status:

Enter the member ID number, including the suffix  
Enter your provider Tax ID #  
Enter your provider fax number, including area code. A print out is then routed to your office. The print out will include a list of outstanding claims for each member ID number entered, for the last 30 days. If you need more than a 30 day listing, please call Members Services and speak to a representative.

Evergreen Health Plan, Inc.  
Member Services  
707 Center Street, Suite 110  
Columbus, Ga. 31902-0790  
(706) 660-6550 or 1-888-294-9451 Telephone  
(706) 660-6275 Fax