

## Interactive Voice Response System ~ Illinois Provider Speech Therapist

www.bcbsil.com/provider

## Call 1-800-972-8088

Welcome to the BlueCross BlueShield of IL Provider Services Line. To direct your call, please say: **Medical or press 1** 

State or enter:

Your 10 Digit billing National Provider ID (NPI)

State: Eligibility and Benefits or press 1

State or enter: "Numeric portion of the Member's Identification Number"

System will repeat the numeric portion of the Member's Identification Number to see if it is correct.

State: **Yes or press 1** (if it is correct)

State: No or press 2 (if incorrect - state the correct

Member's Identification Number)

\*\*\* If the member has multiple policies under the same Member's ID Number, the system will ask for the Group Number. State or enter: Patient's Date of Birth
For example: say August 13, 1968 or enter mm/dd/yyyy

Eligibility data will be verified ~ Type of policy,
effective date, pre-existing date (if applicable)
3-alpha prefix, group number.

System will give you a **Confirmation Number** for your records.

State: Benefit Details or press 2

If the provider has multiple offices, the system will ask for the zip code where services are being rendered.

Please state type of service: **Speech Therapy** 

Please state where services are being rendered. For example:

Office, Outpatient, Inpatient, Emergency Room, Home, Birthing Center or other