



**Welcome to the
Blue Cross and Blue Shield of Illinois
Provider Services Line
(800) 972-8088**

To direct your call, please say **INTERRUPT Permitted!**

- Medical** ✓
- Pharmacy**
- Dental**
- Behavioral Health**

In order to get eligibility and benefits, we need your rendering NPI. For claims and other inquiries, we need your billing NPI. Now, what is your 10-digit NPI?

National Provider ID (NPI) ✓
I'm not sure.



If system does not recognize the NPI provided, you will be prompted for a Tax ID.

Which can I help you with? **INTERRUPT Permitted!**



- Eligibility and Benefits** ① ✓
- Claims** ②
- Preauthorization** ③
- Department of Insurance Verification** ④

MAIN MENU



At later points in the flow, you will have an option to easily return here by saying **MAIN MENU**.

LEGEND

- Phone System Prompt
- Caller Response Option(s)
- Phone System Quotes
- Touch-Tone Allowed
- ① Touch-Tone Option
- Tip

Eligibility



What's the subscriber's id?

INTERRUPT
Permitted!



The alpha-numeric portion of the subscriber's ID excluding the 3 letter alpha prefix



A valid Texas subscriber ID is required to receive patient-specific information.



What's the patient's date of birth?

INTERRUPT
Permitted!



If multiple policies are found, you will be requested to provide the group number. Please respond with six-digit group number for best results.



The month, date and year with the century. (i.e., 07-23-1967 or July 23rd, nineteen sixty-seven)



The system will confirm the patient is covered with the following:

- Type of coverage (i.e., PPO, HMO, etc.)
- Current effective date
- Pre-existing waiting period completion date, *if applicable*
- Alpha prefix
- Group number
- PCP name or PCP not on file, *if applicable*
- PCP effective date, *if applicable*
- Termination or cancel date, *if applicable*
- Confirmation number



You will only hear applicable disclaimer(s) once per call.



Now you can say...

- INTERRUPT
Permitted!
- Repeat That** (1)
 - Benefit Details** (2) ✓
 - Next Patient** (3)
 - Main Menu** (4)

If you need more information, say...Help

LEGEND

- Phone System Prompt
- Caller Response Option(s)
- Phone System Quotes
- Touch-Tone Allowed
- Touch-Tone Option
- Tip

Benefits



Tell me a service.

INTERRUPT Permitted!



Benefit quotes must be preceded by Eligibility.

You may be prompted for the service zip code, service address (at which the service will be rendered), provider type, and/or provider specialty.



Say, for example, **Office Visit, Chiropractic Services, or Physical Therapy**

Or say, **List Them**

Note: A list will be offered in groups of 5 with precedence based on provider type and/or specialty.

A comprehensive listing of services/benefit categories is available for your convenience on the following page in alphabetical order.



If member is a Federal Employee, there are only 16 benefit categories from which to choose as follows:

- Allergy ①
 - Chiropractic Svcs ②
 - Office Visit ③
 - Inpatient Benefit ④
 - Outpatient Benefits ⑤
 - Diagnostic / Lab and X-ray ①
 - Physical, Occupational or Speech Therapy ②
 - Preventive Care ③
 - Emergency Accident Care ④
 - Maternity ⑤
 - Behav. Health or Chem. Dep. ①
 - Durable Medical Equipment ②
 - Hospice or Home Nursing Care ③
 - Drugs ④
 - Dental ⑤
 - Catastrophic Protection ①
- Toggles to next list ⑥



Where is the service being rendered? (if applicable)

INTERRUPT Permitted!



Say, **Office** ①
Outpatient ②
Inpatient ③

Emergency Room ④
Home ⑤
Other Location ⑥



The system will quote the following, if applicable:

- If the service is/is not covered
- Preauthorization requirements
- Copay amount
- Deductible amount per contract/calendar year and amount met YTD
- Co-insurance %
- Out-of-pocket limit per contract/calendar year and amount met YTD
- Benefit maximum and amount met YTD
- Lifetime max amount and amount met YTD
- Confirmation number



Would you like for me to fax this information to you?

Say... Yes ①

What is your fax number including the area code?

Thanks. Our goal is to have this to you within the hour. Please allow to the end of the business day.

Say... No ②

INTERRUPT Permitted!



Say... Repeat That ①

Check Another Benefit ②

You can also say...

Next Patient ③

Claims Address ④

Main Menu ⑤

Customer Advocate ⑥

INTERRUPT Permitted!

LEGEND



Phone System Prompt



Caller Response Option(s)



Phone System Quotes



Touch-Tone Allowed



Touch-Tone Option



Tip

Benefits



Tell me a service.

INTERRUPT
Permitted!



Say, for example, Office Visit, Chiropractic Services, or Physical Therapy

Or say, List Them Note: A list will be offered in groups of 5 with precedence based on provider type and/or speciality.

BENEFIT CATEGORY KEY WORDS (Alphabetically Listed)

- 23 Hour Observation
- Abortion
- Acupuncture
- Air Ambulance
- Allergy
 - Office Visit
 - Consultation
 - Allergy Skin Testing
 - Allergy Injections and Serum
- Anesthesia
- Assistant Surgeon
- Biofeedback
- Birth Control
- Blood Transfusion
- Cardiac Rehab
- CAT Scan
- Chemical Dependency
 - Individual Chemical Dependency
 - Group Chemical Dependency
 - Family Chemical Dependency
- Chemo Therapy
 - Office Visit
 - Chemo Therapy
 - Radiation Therapy
- Chiropractic Services
 - Office Visit
 - Consultation
 - Muscle Manipulation
 - Physical Therapy
 - X-Rays
 - Orthotics
 - Accupuncture
- Circumcision
- Colonoscopy
 - Routine Colonoscopy
 - Medical Colonoscopy
- Consultations
- Coordinated Home Care
 - Coordinated Home Care
 - Home Health Aide
- Dental
- Diabetic Management
 - Diabetic Self-Management
 - Diabetic Supplies
- Diagnostic / Lab / X-Ray
 - CAT Scan
 - MRI
 - X-Rays
 - Lab
 - EKG
 - Sleep Study
 - Stress Test
 - Pet Scan
- Dialysis
- Drugs
- Durable Medical Equipment
 - DME Purchases
 - DME Rental
 - DME Repair and Replacement
- Emergency Accident Care
 - Emergency Accident Care
 - Emergency Accident Services
- Emergency Medical Care
 - Emergency Medical Care
 - Emergency Room Medical Services
- Emergency Room
 - Emergency Room
 - Emergency Accident Care
 - Emergency Medical Care
 - Emergency Room Medical Services
 - Emergency Room Accident Care
- Extended Care Facility
- Family Planning
- Hearing
 - Hearing Aide
- Home Infusion Therapy
 - DME
 - Drugs
 - Home Infusion Therapy
 - Medical Supplies
 - Nursing
- Hospice
 - Bereavement Counseling
 - Hospice
 - Hospice Visit
- Hospital (Inpatient/Outpatient)
 - Daily Room and Board
 - Hospital Visit
- Infertility
 - Artificial Insemination
 - In Vitro Fertilization
 - Office Visit
 - Diagnostic
 - Labs
 - Ultrasound
- Inhalation Therapy
- Injections
 - Office Visit
- Laboratory
- Lupron
- Mammogram
 - Routine Mammogram
 - Medical Mammogram
- Maternity
 - Normal Global Maternity for Spouse/Member/Dependent
 - Initial Office Visit
 - Ultrasound
 - Daily Room and Board
- Medical Supplies
- Medical Therapeutic
- Mental Health / Psychiatric
 - Individual Psychotherapy
 - Group Psychotherapy
 - Family Counseling
 - Psychological Testing
- Mixed Therapies
 - Physical Therapy
 - Speech Therapy
 - Occupational Therapy
- MRI
- Naprapathic Services
- Nutritional Counseling
- Occupational Therapy
- Office Services
 - Office Visit
 - Office Labs
 - Office Injections
- Office Visit
 - Office X-Rays
 - Office Surgery
- Organ Transplants
- Orthotics
- Pap Smear
 - Routine Pap Smear
 - Medical Pap Smear
- Pathology
- Pet Scan
- Physical Exam
 - Physical Exam
 - Routine Office Visit
- Physical Therapy
 - Office Visit
 - Medical Consultation
 - Physical Therapy
 - Muscle Manipulation
 - X-rays
- Podiatry
 - Office Visit
 - Injections
 - Surgery
 - X-rays
 - Orthotics
 - Physical Therapy
 - Routine Foot Care
- Preventive Care
 - Routine Immunizations
 - Routine Mammogram
 - Routine Lab
 - Routine Diagnostic
 - Routine Pap Smear
 - Routine Office Visit, Well Visit, Routine Physical
 - Preventive Care
 - Routine X-rays
 - Routine Colonoscopy
 - Routine Colorectal Cancer Screen X-ray
 - Routine Prostate Test
 - Well Child
 - Routine Electrocardiogram
- Private Duty Nursing
- Prosthetics
- PSA
 - Medical Prostate Test
 - Routine Prostate Test
- Respiratory Therapy
- Self-Injectables
- Sleep Study
- Speech Therapy
- Smoking
- Sterilization
 - Elective Sterilization
 - Medical Necessary Sterilization
- Stress Test
- Surgery
- TMJ
- Ultrasound (Non-preganancy related)
- Urgent Care
- Vision (Routine)
- Wigs
- X-ray