



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?

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- Eligibility and Benefits
Claims
Preauthorization
Department of Insurance Verification

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
Touch-Tone Option
Tip

## Claims



Which are you calling for?

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- Claim Status** ① ✓
- Or, a claims mailing address** ②
- A specific claim #** ③
- Or, discuss a denied claim** ④



What's the subscriber's id?

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**The alpha-numeric portion of the subscriber's ID excluding the 3 letter prefix as it appears on the ID card.**



And, what's the start date of service?

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



What is the billed amount?

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**The dollar(s) and cent(s) without the decimal.**



*System will verify claim(s) found by quoting the start date of service and corresponding billed amount.*



Is this the one you're looking for?

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**Yes** *Note: If No, system will prompt for more information (sp., end date of service).*



The system will provide the following when:



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

*Claim is finalized:*

- Claim number
- Process date
- Total charges billed
- Amount paid
- Payee
- Check number
- Check issue date
- Patient share
- *If adjusted, date adjustment finalized*
- Confirmation number

*Claim is in-processing:*

- Claim receipt date
- Claim number
- Confirmation number



You can say...

- Repeat That** ①
- Hear the Details** (when available) ②
- Check Another Claim** ②
- Next Patient** ③
- Main Menu** ④
- Customer Advocate** ①

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### LEGEND



Phone System Prompt



Caller Response Option(s)



Phone System Quotes



Touch-Tone Allowed



Touch-Tone Option



Tip