BlueCross BlueShield of Illinois

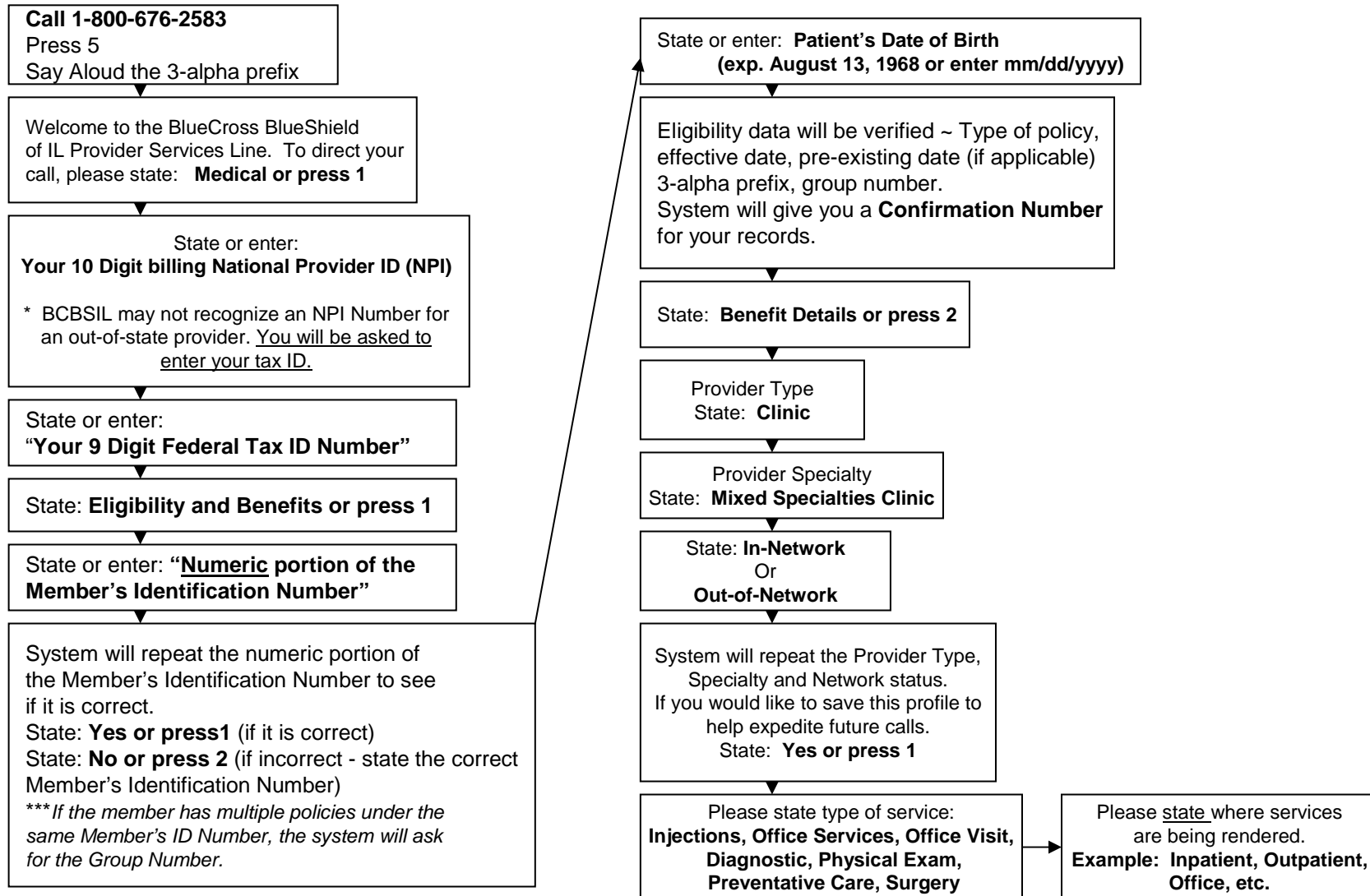# IVR - Interactive Voice Response System ~ Out of State Providers
Pain Management Center
www.bcbsil.com/provider

Call 1-800-676-2583
Press 5
Say Aloud the 3-alpha prefix

↓

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

↓

State or enter:
Your 10 Digit billing National Provider ID (NPI)

* BCBSIL may not recognize an NPI Number for an out-of-state provider. You will be asked to enter your tax ID.

↓

State or enter:
"**Your 9 Digit Federal Tax ID Number**"

↓

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 press1** (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 (exp. 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**

↓

Provider Type
State: **Clinic**

↓

Provider Specialty
State: **Mixed Specialties Clinic**

↓

State: **In-Network**
Or
Out-of-Network

↓

System will repeat the Provider Type, Specialty and Network status.
If you would like to save this profile to help expedite future calls.
State: **Yes or press 1**

↓

Please state type of service:
Injections, Office Services, Office Visit, Diagnostic, Physical Exam, Preventative Care, Surgery

→

Please state where services are being rendered.
Example: Inpatient, Outpatient, Office, etc.

IVR - Interactive Voice Response System ~ Out of State Providers
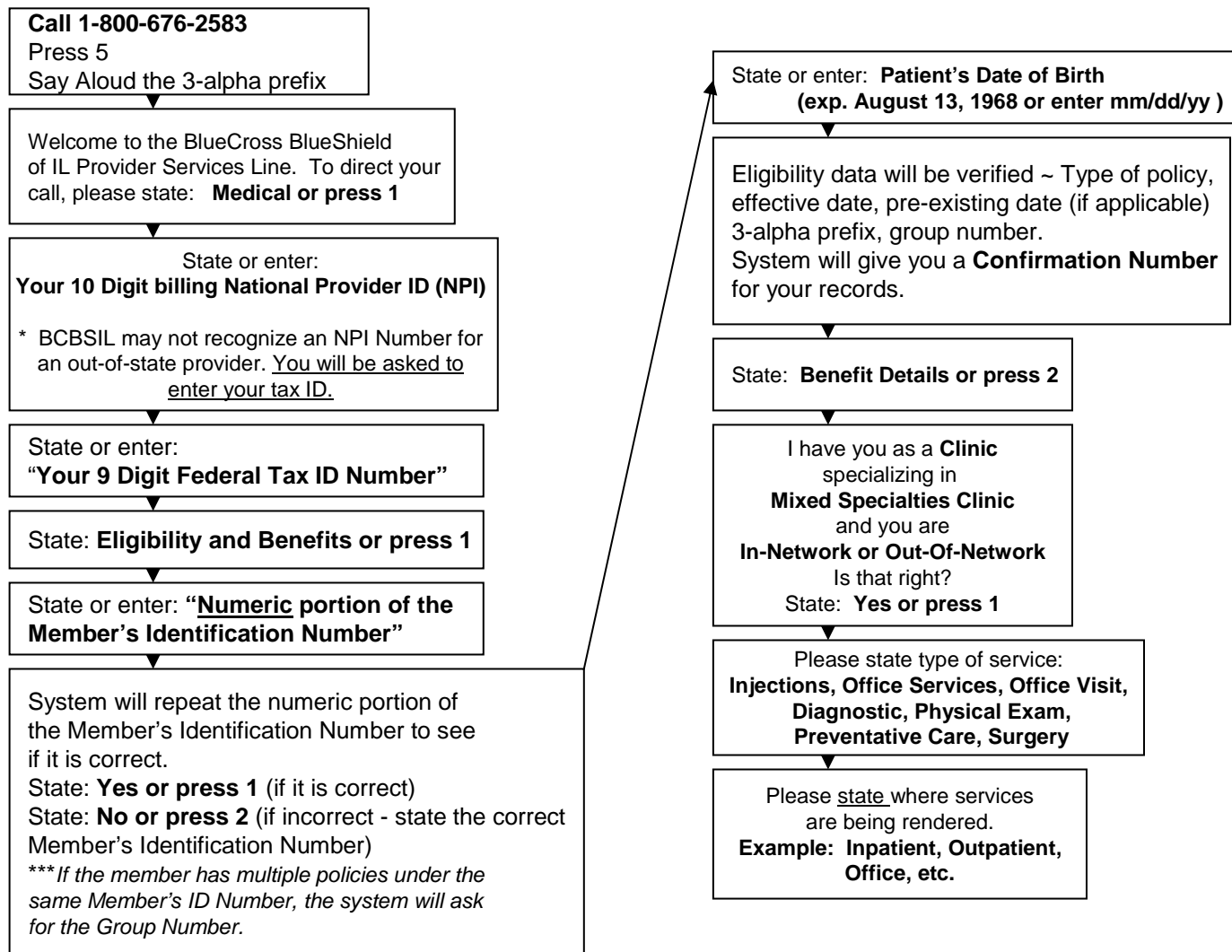### Pain Management Center
Use this sheet after you have set up and saved your Provider Profile on the IVR
www.bcbsil.com/provider

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↓

State: **Benefit Details or press 2**

↓

I have you as a **Clinic** specializing in
Mixed Specialties Clinic
and you are
In-Network or Out-Of-Network
Is that right?
State: **Yes or press 1**

↓

Please state type of service:
Injections, Office Services, Office Visit, Diagnostic, Physical Exam, Preventative Care, Surgery

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Please <u>state</u> where services are being rendered.
Example: Inpatient, Outpatient, Office, etc.

03/03/2009

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