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

State National Provider ID (NPI) or Press 1 or state IL Provider Number or Press 2

State or enter your 10 digit NPI # or IL Provider # (ignoring any leading zero’s)

System will repeat either your NPI number or Provider 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 NPI or Provider Number)

State: **Precert or press 3**

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.***

System will ask if this is for Behavioral Health, Medical Services or Chemical Dependency. State Behavioral Health or press 1 **State Medical Services or press 2** State Chemical Dependency or press 3

System will give the phone number to call for Preauthorization Number.

* Please be advised our Interactive Voice Response system now has touch tone options available for most prompts.