Blue Cross Blue Shield of IL ~ Automated Inquiry System Phone Guide ~ Out of State Providers and IL Providers without an IL Provider Number

## **Occupational Therapist**

www.bcbsil.com/provider

Call 1-800-676-2583 Press 5 Say Aloud the 3-alpha prefix You will then be transferred to our Automated Inquiry System. After listening to "Thank you for calling the **BCBSIL** Provider Telecommunication Center" Press 1=Medical Services Press 2=IL Provider without an IL provider number Press 3=Out of State Provider Enter your federal tax identification number followed by the pound sign Press 3=Benefit Information Press 1=Benefits Press 1=Professional Provider Press 1=In-Network Press 2=Out-Of-Network Press 3=Non-Solicited Press 6, 6, 6, 5=Occupational Therapist Press 1=Occupational Therapist

If you would like to save this profile to help expedite future calls. Press 1=Yes Enter the numeric portion of the member's identification number followed by the pound sign Eligibility data will be verified ~ effective date, pre-existing date (if applicable), 3-alpha prefix, group number, family or single coverage. Press option to identify patient (if needed) Press 1=To repeat eligibility Press 2=To receive detailed benefits Press 1=Office Press 2=Outpatient Press 1=Physical. Press 1=Physical, Occupational or Speech Occupational or Speech Therapy Therapy Press 2=Durable Medical Equipment

After receiving the benefit quote, the Automated Inquiry System will give you a confirmation number for your records. If additional information is needed that was not included in the benefits quote, please press "0", after the confirmation number, to speak with one of our Customer Advocates. This option is only available after you have obtained a complete benefit quote, including the confirmation number.

\*\*\*Please visit our website for additional information at www.bcbsil.com/provider.

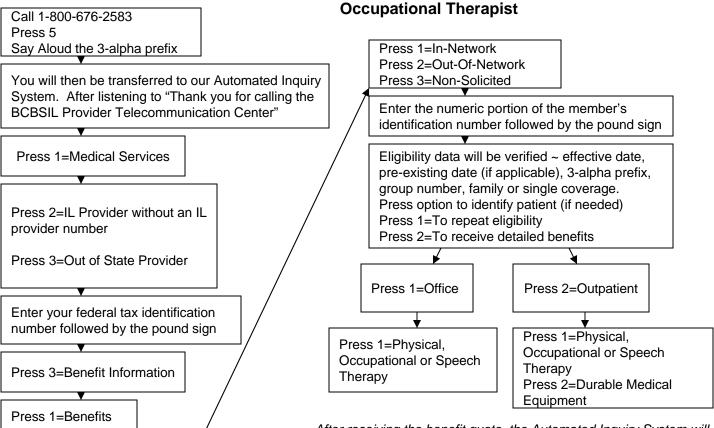
Please call us at 618-998-2716, if you have any difficulties using this guide.

Thank You – Provider Education Specialists

## \*\*Use This Flow Chart After Saving Your Provider Profile\*\*

Blue Cross Blue Shield of IL

Out of State Providers and IL Providers without an IL Provider Number



Based on your tax identification

number, we have determined

that you are an Occupational

Press 1=If this is correct

Therapist.

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