BlueCross BlueShield of Illinois

Claims IVR Caller Guide

Hours of Availability: Monday – Friday 6:00 a.m. to 11:30 p.m. (CT); Saturday 6:00 a.m. to 6:00 p.m. (CT); Sunday – Closed

• *Utilize your keypad when possible* • *Avoid using cell phones* • *Minimize background noise* • *Mute your phone when you are not speaking*

This caller guide does not apply to Medicare Advantage or Illinois Medicaid.

1) Getting Started

Welcome to the Blue Cross Blue Shield of Illinois Provider Services Line. To direct your call, please say "medical", "pharmacy", "dental" or "behavioral health."

Interruption Permitted

Medical	**Press 1**
Pharmacy	Press 2
Dental	Press 3
Behavioral Health	Press 4

Note: You can use your touch tone keypad to enter numeric information.

In order to get eligibility or benefits, we'll need your rendering NPI or HMO site number. For claims or any other inquiries, we'll need your billing NPI. Now, what is your 10-digit NPI or HMO site number?

Situational:

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

Interruption Permitted

Say or enter your NPI number.

2) Claims

Which can I help you with? Eligibility and benefits, claims, authorization and referral management or other services?

Interruption Permitted

Eligibility and Benefits	Press 1
Claims	**Press 2**
Authorization and Referral Management	Press 3
Other Services	Press 4

Note: At a later point you will have the option to return here (Main Menu).

Which are you calling for? To have a claim adjusted, say "adjust a claim" or for claims mailing address say, "claims mailing address."

Interruption Permitted

Adjust a Claim	**Press 1**
Claims Mailing Address	Press 2

*Note: For the **adjust a claim option**, drop the preceding zeroes and say or enter the remaining 13 characters.*

Obtain detailed claim status online using Availity® Essentials Claim Status or confirm basic claim status using your preferred web vendor.

You can usually find the claim number on the provider claims summary. Please tell me your claim number, one digit at a time, including the letter at the end. For more help finding the number or using your keypad to enter letters, say "more information."

Interruption Permitted

Say or enter only the claim number including the alpha character at the end.

Note: Alpha and numeric characters may be entered by touch tone keypad. The Alpha Touch Tone reference guide is available on page two for assistance keying alpha characters.

Alpha Touch-Tone Reference

Alpha touch-tone is available as an alternative to voicing alpha-numeric mixed information.

To enter a **subscriber ID**, **group** or **claim number** containing alpha character(s):

1) Press the star key (*) to begin a letter sequence
2) Press the number key containing the desired letter (*e.g.,* press 2 for A, B or C)
3) Press 1, 2, 3 or 4 to indicate the position the letter is listed on the selected key (*e.g.,* press *21 to enter A)

Letter		Code
A	=	*21
B	=	*22
C	=	*23
D	=	*31
E	=	*32
F	=	*33
G	=	*41
H	=	*42
I	=	*43
J	=	*51
K	=	*52
L	=	*53
M	=	*61
N	=	*62
O	=	*63
P	=	*71
Q	=	*72
R	=	*73
S	=	*74
T	=	*81
U	=	*82
V	=	*83
W	=	*91
X	=	*92
Y	=	*93
Z	=	*94

Group Number

Ex. 1	Y	N	1	2	3	4
Press	*93	*62	1	2	3	4
Ex. 2	1	2	K	3	4	5
Press	1	2	*52	3	4	5

Subscriber ID

Ex. 1	A	1	N	2	3	4	5	6	7
Press	*21	1	*62	2	3	4	5	6	7
Ex. 2	0	9	2	T	7	6	8		
Press	0	9	2	*81	7	6	8		

Note: *Exclude three-character prefix when entering the subscriber ID.*

Claim Number

Ex. 1	2	1	3	4	F	5	6	7	0	X
Press	2	1	3	4	*33	5	6	7	0	*92
Ex. 2	2	0	1	T	8	7	6	5	0	C
Press	2	0	1	*81	8	7	6	5	0	*23

Note: *The claim number should be 13 digits.*

Have questions or need additional education? Email our Provider Education Consultants.

Be sure to include your name, direct contact information and Tax ID or Billing NPI.