



## Inpatient Request Authorization IVR Caller Guide

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

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- 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 and Blue Shield of Illinois Medical Management Department. If you're a health care provider, say "Provider." If you're a member, say "Member."

*Interruption Permitted*

**Providers**  
Member

**Press 1**  
**Press 2**

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

### 2) Authorization and Referral Management



For medical surgical outpatient services, say "outpatient." For medical surgical preauthorization of inpatient, home health, or referrals, say "authorization and referral management." For mental health or chemical dependency, say "behavioral health."

*Interruption Permitted*

Outpatient  
**Authorization and Referral Management**  
Behavioral Health

**Press 1**  
**Press 2**  
**Press 3**



For mental health or chemical dependency, say "mental health." For all other inquiries, say "other."

*Interruption Permitted*

Mental health or Chemical Dependency  
**Other**

**Press 1**  
**Press 2**



Is the patient a federal employee or dependent?

*Interruption Permitted*

Federal Employee or Dependent  
**Non-Federal Employee or Dependent**

**Press 1**  
**Press 2**

**Note:** To submit your request online refer to the [BlueApprovR<sup>SM</sup>](#) or [Availity<sup>®</sup>](#) [Essentials Attachments: Recommended Clinical Review Requests](#) pages. If faxing supporting medical documentation for a previously submitted request, please include the request number.



Authorization is required for certain services and determines medical necessity and appropriateness of treatment. Certification does not guarantee that services are eligible at time of admission or procedure, as it only assures the treatment meets the plan's medical necessity guidelines. Please call us back if you anticipate the length of stay will exceed the certificated days or the patient needs continued services. A recommended clinical review is optional and can be submitted online or by mail if services may not be covered based on medical necessity. Refer to our provider website for more information regarding utilization management and preservice reviews.

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If the member has Blue Cross and Blue Shield of Illinois coverage press 1. If Blue Cross and Blue Shield of Oklahoma coverage press 2. If Blue Cross and Blue Shield of Texas coverage, press 3. If Blue Cross and Blue Shield of New Mexico coverage, press 4. If Blue Cross and Blue Shield of Montana coverage, press 5.

*Interruption Permitted*

## BCBSIL

BCBSOK

BCBSTX

BCBSNM

BCBSMT

## Press 1

Press 2

Press 3

Press 4

Press 5



In order to get eligibility and benefits we'll need your rendering NPI or HMO site number. For claims or any other inquiries, we'll need your billing NPI or HMO site number. 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 or 3-digit HMO site number.**



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

*Interruption Permitted*

Eligibility and Benefits

Claims

**Authorization and Referral Management**

Other Services

Press 1

Press 2

**Press 3**

Press 4



Okay. Authorization and referral management. Excluding the three-character prefix, what's the subscriber ID?

### *Situational:*

*If multiple policies are found for your patient, you will be asked to provide their group number.*

*Interruption Permitted*

**Say or enter only the subscriber ID, excluding the three-character prefix.**

**Note:** Alpha and numeric characters may be entered by touch tone keypad. The Alpha Touch Tone reference guide is available on [page six](#) for assistance with keying alpha characters.



Is this for medical, behavioral health or chemical dependency service?

*Interruption Permitted*

## Medical

Behavioral Health

Chemical Dependency

## Press 1

Press 2

Press 3

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Do you need to check procedure code requirements, request authorization and referral, or check the status?

*Interruption Permitted*

Check Procedure Code Requirements

Press 1

**Request Authorization and Referral**

**Press 2**

Check the Status

Press 3



Okay. Inpatient, outpatient, home or referral?

*Interruption Permitted*

**Inpatient**

**Press 1**

Outpatient

Press 2

Home

Press 3

Referral

Press 4



And do you want to create a new request or extend an existing request?

*Interruption Permitted*

**New Request**

**Press 1**

Extend Existing Request

Press 2



Please tell me, what's the patient's date of birth?

*Interruption Permitted*

**The date of birth format is mm/dd/yyyy.**



You can press pound to skip these instructions. To process this request, I'll need some information including the NPIs for the attending provider as well as for the facility. I'll also need the diagnosis code and any applicable procedure codes. If you're ready to continue, say "I'm ready." You can also say "I need more time" or to hear this again, say "repeat that."

*Interruption Permitted*

**Voice option must be used here.  
Touch tone is not an available option.**



Next, say or enter the NPI of the rendering provider during this stay or say, "it's the same as my NPI."

**Situational:**

*If the system does not recognize the NPI, you will be prompted to provide additional identifiers (i.e., address, zip code, etc.).*

*Interruption Permitted*

**Touch tone and voice are both available options.**

**Note:** Use [Availity® Essentials Authorizations](#) to extend requests online or provide the request ID and connect with next available agent.  
If faxing supporting medical documentation for a previously submitted request, please include the request number.

**Note:** Press the pound key (#) to skip these instructions.

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Okay. Please say or enter the NPI for the inpatient facility?

*Interruption Permitted*

Say or enter the facility NPI number.



What's the treatment setting?

*Interruption Permitted*

Hospital	Press 1
Rehab	Press 2
Intermediate Care	Press 3
Skilled Nursing Facility	Press 4



## Treatment Type Options

What's the treatment type?

**Situational:** Options are based on the treatment setting and place of treatment previously entered.

### Hospital

- Medical Care
- Long Term Care
- Hospice
- Neonatal
- Surgical
- Maternity
- Transplants

### Rehab

- Long-Term Care
- Rehab

### Skilled Nursing Facility

- Medical Care
- Rehab

**Note:** Medical applies to anything that does not fall in the preceding inpatient categories.



And is this an elective or emergency admission?

*Interruption Permitted*

Elective	Press 1
Emergency Service	Press 2



Tell me the admission date for this inpatient request. For example, December tenth, twenty twenty-four. You can also say "today."

*Interruption Permitted*

The admission date format is mm/dd/yyyy.



How many days are you requesting?

*Interruption Permitted*

Say or enter the number of days.



Okay, say or enter a CPT or HCPCS procedure code. If there any letters, please say it like this "letter A 2 3 4 5."

*Interruption Permitted*

Say or enter the procedure code.

**Note:** Procedure codes are required based on the treatment setting and treatment type previously entered.

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Okay, say or enter the next CPT or HCPCS procedure code or say, "that's it."

*Interruption Permitted*

Say or enter the next procedure code or say, "that's it."



Since this inpatient stay ends on or after October 1, 2015, this request needs to be processed using an ICD-10 diagnosis code. Please tell me the ICD-10 diagnosis code or say one moment if you need time to find it.

*Interruption Permitted*

Say or enter the ICD-10 diagnosis code.

**Note:** Diagnosis codes can be up to six digits maximum. When entering a diagnosis code using your touch tone keypad, press the star key (\*) to enter the decimal point. If utilizing the voice option, say "dot."



Okay. To review the information, say "review." Or to submit this request without verifying, say "submit." You can also say "cancel request."

*Interruption Permitted*

**Review Information**

Submit  
Cancel Request

**Press 1**

Press 2

Press 3

**Note:** Upload and attached medical documentation online via [Availity Authorizations](#).



Sure. To confirm, this request is for...  
*see example*

Is this all, correct? Say "yes", "no" or "repeat that."

*Interruption Permitted*

**Yes**

No

Repeat That

**Press 1**

Press 2

Press 3

**Example:** "John Smith. The facility is Smith Hospital. The attending provider is Jane Doe. For diagnosis code 123.45. The treatment type is Therapy. The treatment setting is inpatient, and this is an elective treatment. The service code is 99999. For CPT 99999, 2 days are requested starting September 13<sup>st</sup>, 2024."



Okay. To Submit this request, say "submit." If you need to cancel this request, press 1.

*Interruption Permitted*

Say Submit or press 1 to cancel request.

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## 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)

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.*

Checking eligibility and/or benefit information and/or obtaining prior authorization is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility and the terms of the member's certificate of coverage, including, but not limited to, exclusions and limitations applicable on the date services were rendered. **Certain employer groups may require prior authorization or pre-notification through other vendors. If you have any questions, call the number on the member's ID card.** Regardless of any prior authorization or benefit determination, the final decision regarding any treatment or service is between the patient and the health care provider.

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