Inpatient Request
Preauthorization 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

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.”

Providers
Member
Press 1
Press 2

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

2) Preauthorization

For benefits, say “Benefits.” For outpatient services or high-tech imaging, say “Outpatient.” For pre-certification of inpatient admissions or home health services, say “Pre-certification.” For the Special Beginnings program for expectant mothers, say “Maternity.”

Benefits
Outpatient services or high-tech imaging
Pre-certification of inpatient admissions or home health services
Other Services
Press 1
Press 2
Press 3
Press 4

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

Mental health or chemical dependency
Other
Press 1
Press 2

Certification does not guarantee that the care and services the subscriber receives are eligible at time of admission or procedure. It only assures the proposed treatment meets the plan guidelines for medical necessity. If you anticipate that the patient’s length of stay will exceed the certified days or need for continued services, please call us back. Is the patient a federal employee or dependent?

Federal employee or dependent
Non-federal employee or dependent
Press 1
Press 2

This caller guide does not apply to Blue Cross Community Health PlansSM, Blue Cross Community MMAI (Medicare-Medicaid Plan)SM, Blue Cross Medicare Advantage (HMO)SM and Blue Cross Medicare Advantage (PPO)SM.
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.

Say or enter your NPI or 3-digit HMO site number.

Which can I help you with eligibility and benefits, claims, preauthorization or other services?

Okay, preauthorization. Excluding the three-character prefix, what’s the subscriber ID?

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

Medical
Behavioral Health
Chemical Dependency

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

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

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.
Do you need to request authorization or check the status?

Request authorization

Check status

Press 1

Press 2

Okay, inpatient, outpatient, home or referral?

Inpatient

Outpatient

Home

Referral

Press 1

Press 2

Press 3

Press 4

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

New request

Extend existing request

Press 1

Press 2

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

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

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.).

Touch tone and voice are both available options.
Okay, please say or enter the NPI for the inpatient facility?

Say or enter the facility NPI number.

What’s the treatment setting?

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

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

And is this an elective or emergency admission?

Elective Press 1
Emergency service Press 2

Tell me the admission date for this inpatient request. For example, “December tenth, twenty eighteen.” You can also say “today.”

The admission date format is mm/dd/yyyy.

How many days are you requesting?

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.”

Say or enter the procedure code.

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

Note: Procedure codes are required based on the treatment setting and treatment type previously entered.
Okay, say or enter the next CPT or HCPCS procedure code or say that’s it.

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.

Say or enter the ICD-10 diagnosis code.

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

Review information
Submit
Cancel request

Say Submit or press 1 to cancel request.

Sure. To confirm, this request is for...

Yes
No
Repeat that

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.”

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 Oct. 1st, 2019.”

Note: Upload and attached medical documentation online via Availity’s Authorizations tool. For more information, view the Authorizations User Guide.

Okay, to Submit this request, say “submit.” If you need to cancel this request, press 1.

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

**Group Number**

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<tr>
<th>Group</th>
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<th>4</th>
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<td>N</td>
<td>1</td>
<td>2</td>
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<tr>
<td>Press</td>
<td>*93</td>
<td>*62</td>
<td>1</td>
<td>2</td>
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<tr>
<td>Ex. 2</td>
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<td>2</td>
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**Subscriber ID**

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

**Claim Number**

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

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

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