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.

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

Benefits

- Press 1

Outpatient

- Pre-certification of inpatient or home health
  - Press 2

- Maternity
  - Press 3

Federal employee or dependent

- Press 1

Non-federal employee or dependent

- 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?

Interruption Permitted
Preauthorization is required for certain services. A preauthorization determines medical necessity and the appropriateness of treatment. A predetermination may be used to obtain a benefit assessment but is not required. Predeterminations must be submitted in writing. A submission form is located on our website.

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.

Provider services line. Okay, what is your 10-digit rendering NPI or HMO site number?

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

And you are calling for outpatient preauthorization, is that correct?

Yes
Press 1
No
Press 2

Okay, preauthorization. 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.

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

To continue your preauthorization request, please continue to hold.

Note: To submit your request online refer to the Electronic Predetermination of Benefits User Guide.
If faxing supporting medical documentation for a previously submitted request, please include the request number.
Interruption Permitted

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

- Medical
- Behavioral Health
- Press 1
- Press 2
- Chemical Dependency
- Press 3

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

- Request authorization
- Press 1
- Check status
- Press 2

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

- New request
- Press 1
- Extend existing request
- Press 2

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**The system will quote the following applicable information:**

- Type of coverage (i.e., PPO, HMO, etc.)
- Current effective date
- Pre-existing waiting period completion date
- Three-character prefix
- Health Care Account (HCA) balance
- PCP name (if applicable)
- PCP effective date (if applicable)
- Termination or cancel date
- Confirmation date

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**Eligibility Quote**

Please be advised that a quote of eligibility and benefits is not a guarantee of payment. All benefit payments are subject to eligibility, medical necessity, and the terms, conditions, limitations, exclusions, and payment levels of the patient’s health benefit plan at the time the services are rendered. Benefit payments are usually not determined based on billed charges and may be significantly less than billed charges. Please note newborn dependents not listed on the membership file may have benefits available.

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**Note:** If you do not have a procedure code, the IVR will quote general preauthorization requirements based on the benefit category instead.

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**Utilize your keypad when possible**

**Avoid using cell phones**

**Minimize background noise**

**Mute your phone when you are not speaking**

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**Outpatient Request Preauthorization IVR Caller Guide 3 of 7**

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Outpatient Request
Preauthorization IVR Caller Guide

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Procedure Code Preauthorization Quote
At this time, the system will quote preauthorization requirements based on the code(s) entered.
These preauthorization requirements have been saved to a file; your confirmation number is.....

Would you like for me to fax these preauthorization requirements to you?

Yes
Press 1

No
Press 2

When preauthorization is NOT required by BCBSIL:

Outpatient
Press 1

Office
Press 2

Home
Press 3

End call or return to the main menu.

When preauthorization IS required by BCBSIL:

Would you like to create the preauthorization request?

Yes
Press 1

No
Press 2

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

Next, say or enter the NPI of the rendering provider, or say “it’s the same as my NPI.”

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

Touch tone and voice options are both available.
Now, say or enter the NPI of the attending provider, or say “it’s the same as my NPI.”

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

Touch tone and voice options are both available.

**Situation:**
If you choose outpatient place of treatment:
Now, which is the treatment setting?
Hospital, Ambulance or Surgical Center.

Hospital
Press 1
Ambulance
Press 2
Surgical Center
Press 3

---

**Treatment Type Options**

Which is the treatment type?

**Situation:** Options are based on the place of treatment previously entered.

**Outpatient**
- Medical Care
- Surgical
- Transplants
- MRI/CAT Scan
- Therapy

**Office**
- Medical Care
- Surgical
- Chiropractic

**Home**
- Home Health
- Hospice
- Private Duty Nursing
- Skilled Nursing
- DME
- Therapy

---

Now, say or enter a CPT or HCPCS procedure code. If the procedure code contains any letters, please say it like this “the letter A 2 3 4 5.”

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How many visits?

Say or enter the number of visits.

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What’s the start date for this service? For example, “December tenth, twenty twelve.” You can also say “today.”

The start date format is mm/dd/yyyy.

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**Note:** Therapy includes Physical, Occupational and Speech Therapies.
Okay, to review the information, say “review.” Or to submit this request without verifying, say “submit.” You can also say “cancel request.”

What’s the end date?

The end date format is mm/dd/yyyy.

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 outpatient 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.

Review information
Submit
Press 1
Cancel request
Press 2
Cancel request
Press 3

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

Yes
Press 1
No
Press 2
Repeat that
Press 3

Okay, to submit this request, say “submit.” If you need to cancel this request, press 2.

Say Submit or press 2 to cancel request.

Note: Diagnosis codes can be up to six digits. 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.”

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

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 outpatient, and this is an elective treatment. The service code is 99999. For CPT 99999, 2 days are requested starting Oct. 1st, 2019.”
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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*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](mailto:Provider.Education.Consultants@BCBSIL.com).

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

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Please note that the fact a service has been preauthorized/pre-certified 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 applicable on the date services were rendered. Obtaining a benefit preauthorization is not a substitute for checking the patient’s eligibility and benefits.

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