



## PROVIDER NETWORK MANAGEMENT RESOURCE CARD

### We're here to assist you!

Blue Cross and Blue Shield of Illinois (BCBSIL) wants to make it easy for you to do business with us. This means providing you with online resources and options that can help you streamline your administrative processes.

#### BCBSIL Provider Website

Our Provider website at [bcbsil.com/provider](https://bcbsil.com/provider) is one of those resources. Whether you're a new or experienced provider, we encourage you to bookmark the BCBSIL Provider website and become a regular visitor to:

- View News and Updates
- Sign up for webinars and workshops
- Update your demographic information
- Review credentialing and contracting processes
- View Availity™ tip sheets
- Check BCBSIL Medical Policies
- Access important forms
- Request the addition of a provider to your group

#### Blue Review<sup>SM</sup> Provider Newsletter

Our monthly email newsletter, *Blue Review*, is also available on our Provider website. It is designed to help keep you engaged and informed regarding:

- New BCBSIL programs, products and services
- Notifications of changes
- Claim filing reminders

To sign up to receive the monthly *Blue Review* via email and view current or past editions, visit the Education and Reference Center/*Blue Review* section of our Provider website.

#### Eligibility, Benefits and Preauthorizations

Verification of patient information is strongly encouraged prior to every scheduled appointment. Ask to see the BCBSIL member ID card along with a photo ID card at each visit. Checking eligibility and benefits is an important first step that will help you confirm:

- Membership details and coverage status
- Product/plan/network
- Copayment, coinsurance and deductible amounts
- Benefit preauthorization requirements

Membership details and coverage eligibility, benefits and preauthorization information electronically through Availity, or your preferred Web vendor. Taking advantage of electronic options allows retrieval of needed information in near real-time in most instances.

#### Electronic Commerce (E-Commerce)

The fastest way to conduct business with BCBSIL throughout the entire claims process is online with electronic options. Below is a list of some of the transactions you can accomplish with E-Commerce:

- Eligibility & benefits
- Benefit preauthorizations
- Electronic claim submission
- Claim status request, payment and remittance

For more information on electronic options offered and/or supported by BCBSIL, visit the Claims and Eligibility section of our Provider website.

**See reverse side of this card for a BCBSIL Quick Contact List.**

# QUICK CONTACT LIST

Contact Name	URL/Email/Phone/Fax
<p><b>Availity™ Client Services</b> Register with Availity to verify eligibility and benefits, obtain claim status, view provider claim summaries and more</p>	<p><b>availity.com</b> <b>800-AVAILITY (282-4548)</b></p>
<p><b>BlueCard® Hotline</b> Call for out-of-state member eligibility and benefits</p>	<p><b>800-676-BLUE (2583)</b></p>
<p><b>Electronic Commerce Services</b> Review information about Electronic Data Interchange (EDI) transactions, such as electronic claim submission</p>	<p><b>ECommerceServices@bcbsil.com</b> <b>800-746-4614</b></p>
<p><b>eviCore healthcare (eviCore)</b> Obtain benefit preauthorization for certain care categories</p>	<p><b>eviCore.com</b> <b>855-252-1117</b></p>
<p><b>Federal Employee Program® (FEP)</b> Verify eligibility and benefits and/or check claim status for FEP members</p>	<p><b>800-972-8382</b></p>
<p><b>Fraud Hotline</b> Report concerns to the BCBSIL Special Investigations Department (SID)</p>	<p><b>bcbsil.com/sid/reporting</b> <b>800-543-0867</b></p>
<p><b>Government Programs Provider Network Services Hotlines</b> Blue Cross Community Health Plans<sup>SM</sup> (BCCHP<sup>SM</sup>) Blue Cross Community MMAI (Medicare-Medicaid Plan)<sup>SM</sup> Blue Cross Medicare Advantage<sup>SM</sup> (HMO and PPO)</p>	<p>BCCHP: <b>(p) 877-860-2837 (f) 855-297-7280</b> MMAI: <b>(p) 877-723-7702 (f) 855-674-9193</b> Medicare Advantage: <b>(p) 877-774-8592 (f) 855-674-9192</b></p>
<p><b>iExchange®</b> Our automated pre-certification/preauthorization tool supports direct submission and provides online approval of benefits for inpatient admissions and select outpatient services. Predetermination requests may also be submitted via this tool.</p>	<p>To enroll for iExchange, visit the Education and Reference Center/ Provider Tools section on our website at <b>bcbsil.com/provider</b></p>
<p><b>Professional Provider Network Consultant (PNC)</b> Your PNC can offer information on how to use online tools, BCBSIL products and initiatives, provider education opportunities and personalized office visits</p>	<p>To find your designated PNC, visit the Education and Reference Center on our website at <b>bcbsil.com/provider</b></p>
<p><b>Provider Customer Service</b> If you do not have online access, use our automated phone system for eligibility and benefits, and other self-service requests</p>	<p><b>800-972-8088</b> Monday - Friday 8 a.m. - 11:30 p.m. (CT), Saturday 6 a.m. - 3:30 p.m. (CT), Sunday - Closed</p>
<p><b>Provider Learning Opportunities</b> Complimentary training for PPO providers, billing services, clinical and administrative staff who are new or already participating in the BCBSIL network</p>	<p>To register online, visit the Workshops/Webinars page in the Education and Reference Center on our website at <b>bcbsil.com/provider</b></p>
<p><b>Provider Network Operations</b> Determine the status of your professional contract application, or if you have questions or need to make changes to an existing contract</p>	<p>Email requests to: <b>netops_provider_update@bcbsil.com</b> or leave a message at <b>312-653-6555</b> Fax requests to: <b>312-540-8609</b></p>
<p><b>Provider Services Roster</b> Request a roster for your practice</p>	<p>Email your Tax Identification Number to <b>ILProviderRosterRequests@bcbsil.com</b></p>

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSIL. eviCore healthcare (eviCore) is an independent specialty medical benefits management company that provides utilization management services for BCBSIL. iExchange is a trademark of Meddecision, Inc., a separate company that offers collaborative health care management solutions for payers and providers. BCBSIL makes no endorsement, representations or warranties regarding any products or services offered by third party vendors. If you have any questions about the products or services offered by such vendors, you should contact the vendor(s) directly.

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