



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 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 tip sheets for online tools
- Check BCBSIL Medical Policies
- Access important forms
- Request the addition of a provider to your group

Blue ReviewSM 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

Sign up to receive the monthly newsletter via email and view current or past editions on the Education and Reference Center/*Blue Review* section of our Provider website.

Eligibility, Benefits and Preauthorization

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 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

To check eligibility and benefits online, submit an electronic request (270 transaction) through the Availity[®] Provider Portal, 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 and benefits
- Benefit preauthorization
- 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.

Checking eligibility and/or benefit information and/or the fact that a service has been preauthorized 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. If you have any questions, please call the number on the member's ID card.

QUICK CONTACT LIST

Contact Name	URL/Email/Phone/Fax
<p>Availity Authorizations Tool Electronically submit benefit preauthorization requests for inpatient admission and select outpatient services handled by BCBSIL. Additionally, providers can check status on previously submitted requests and/or update applicable existing requests.</p>	<p>bcbsil.com/provider/education/availability_authorizations</p>
<p>Availity Client Services Register with Availity to verify eligibility and benefits, obtain claim status, view provider claim summaries and more</p>	<p>availity.com 800-AVAILITY (282-4548)</p>
<p>BlueCard® Hotline Call for out-of-state member eligibility and benefits</p>	<p>800-676-BLUE (2583)</p>
<p>Electronic Commerce Services Obtain information about Electronic Data Interchange (EDI) transactions, such as electronic claim submission</p>	<p>ECommerceServices@bcbsil.com</p>
<p>eviCore healthcare (eviCore) Obtain benefit preauthorization for certain care categories</p>	<p>eviCore.com 855-252-1117</p>
<p>Federal Employee Program® (FEP®) Verify eligibility and benefits and/or check claim status for FEP members</p>	<p>800-972-8382</p>
<p>Fraud Hotline Report concerns to the BCBSIL Special Investigations Department (SID)</p>	<p>bcbsil.com/sid/reporting 800-543-0867</p>
<p>Government Programs Provider Network Services Hotlines Blue Cross Community Health PlansSM (BCCHPSM) Blue Cross Community MMAI (Medicare-Medicaid Plan)SM Blue Cross Medicare AdvantageSM (HMO and PPO)</p>	<p>BCCHP: (p) 877-860-2837 (f) 855-297-7280 MMAI: (p) 877-723-7702 (f) 855-674-9193 Medicare Advantage: (p) 877-774-8592 (f) 855-674-9192</p>
<p>Professional Provider Network Consultant (PNC) Team Your PNC team 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 assigned PNC team, visit the Education and Reference Center on our website at bcbsil.com/provider</p>
<p>Provider Customer Service If you do not have online access, use our automated phone system for eligibility and benefits, and other self-service requests</p>	<p>800-972-8088 Monday - Friday 8 a.m. - 11:30 p.m. (CT), Saturday 6 a.m. - 3:30 p.m. (CT), Sunday - Closed</p>
<p>Provider Learning Opportunities 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 Webinars and Workshops page in the Education and Reference Center on our website at bcbsil.com/provider</p>
<p>Provider Network Operations Determine the status of your professional contract application, ask questions or request changes to an existing contract</p>	<p>Email requests to: netops_provider_update@bcbsil.com or leave a message at 312-653-6555 Fax requests to: 312-540-8609</p>
<p>Provider Services Roster Request a roster for your practice</p>	<p>Email your Tax Identification Number to ILProviderRosterRequests@bcbsil.com</p>

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