



- Utilize your key pad when possible
- Avoid using cell phones
- Minimize background noise
- Mute your phone when you are not speaking

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

Non FEP

1) Getting Started



Welcome to the Blue Cross Blue Shield Behavioral Health Services.

Para asistencia en español, oprima siete.

For information in English, please stay on the line for assistance.



First, if you're a member in a crisis or a true life threatening situation say "yes" or press 1. All other callers please remain on the line.

Yes	Press 1
No	Press 2

Interruption Permitted



Okay. If you know your parties extension say "extension."

Say "extension" or remain silent if you do not have one.

Interruption Permitted



To direct your call please say one of the following: "Provider" or "Member."

Provider	Press 1
Member	Press 2

Interruption Permitted

2) Preauthorization



For benefits and eligibility, say "benefits." For claims, say "claims." For preauthorization or all other inquiries, say "preauthorization."

Eligibility & Benefits	Press 1
Claims	Press 2
Preauthorization	Press 3

Interruption Permitted

Have questions or need additional education? Email the Provider eBusiness Consultants at pecs@bcbsil.com
Be sure to include your name, direct contact information & Tax ID or Billing NPI.



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2) Preauthorization



What's the subscriber ID number? It's found on the front of the Blue Cross and Blue Shield membership card. Or for help with this say "more information" or press 'star.'

Interruption Permitted

Say or enter only the subscriber ID, excluding the 3-character prefix.

Note(s):

Alpha and numeric characters may be entered by touch tone keypad. The Alpha Touch Tone reference guide is available on page three for assistance keying alpha characters..



Please hold while I connect you. This call may be recorded.

Interruption Permitted

Remain on the line while you are being connected with a Behavioral Health Customer Advocate.



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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
<hr/>		
D	=	*31
E	=	*32
F	=	*33
<hr/>		
G	=	*41
H	=	*42
I	=	*43
<hr/>		
J	=	*51
K	=	*52
L	=	*53
<hr/>		
M	=	*61
N	=	*62
O	=	*63
<hr/>		
P	=	*71
Q	=	*72
R	=	*73
S	=	*74
<hr/>		
T	=	*81
U	=	*82
V	=	*83
<hr/>		
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 3 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

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