Check Status
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 key pad 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  
Pre-certification  
Maternity  
Press 1  
Press 2  
Press 3  
Press 4

Note: To check status of an outpatient request, choose option 2. To check status of an inpatient request, choose option 3.

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

 Interruption Permitted

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.
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.

In order to get eligibility and benefits we’ll need your rendering NPI or HMO site number. For claims or any other inquiries we’ll need your billing NPI or HMO site number. Now what is your 10-digit NPI or HMO site number?

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

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.

To continue your preauthorization status request, please continue to hold.

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

Note: To check status online refer to the Availity® Authorizations User Guide.

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.

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

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

Eligibility and benefits
Claims
Preauthorization
Other Services

Press 1
Press 2
Press 3
Press 4

Press BCBSIL
Press BCBSOK
Press BCBSTX
Press BCBSNM

Thanks I'll just look that up. Which can I help you with eligibility and benefits, claims, preauthorization or other services?

Press 1
Press 2
Press 3
Press 4
Is this for medical, behavioral health or chemical dependency service?

Medical
Behavioral Health
Chemical Dependency

Press 1
Press 2
Press 3

Do you need to request authorization or check the status?

Request authorization
Check status

Press 1
Press 2

And you’re calling for outpatient preauthorization, is that correct?

Yes
No

Press 1
Press 2

What’s the Request ID? For help finding it, say “More information.”

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

Situational:
If a preauthorization request cannot be matched to the Request ID, additional patient identifiers will be requested.

Note: Request ID’s start with five digits and are followed by a combination of five letters or numbers.

That’s 11001AAA99. Is that correct?

Yes
No

Press 1
Press 2

Status Examples

Inpatient Response Example:
Here’s the most recent status for this request. This inpatient request has been approved for xx number of days. The start date is mm/dd and the end date is mm/dd.

Outpatient Response Example:
Here’s the most recent status for this request. The request has been approved as follows: procedure code 99999 approved for xx units. The start date is mm/dd and the end date is mm/dd.

Repeat that
Check another status
Request authorization
Managed care

Press 1
Press 2
Press 3
Press 4

To hear that again, say “Repeat that.” If you’re finished, just hang up. To continue using this system, say “Check another status” or “Request authorization.” To transfer to our Managed Care Unit, say “Managed care.”

Interruption Permitted
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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**Subscriber ID**

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**Claim Number**

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

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

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**Have questions or need additional education?** Email the [Provider Education Consultants](mailto:providereducationconsultants@availity.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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