



Interactive Voice Response System ~ Illinois Provider
Orthopedic Surgery

www.bcbsil.com/provider

Call 1-800-972-8088

Welcome to the BlueCross BlueShield
of IL Provider Services Line. To direct your
call, please say: **Medical or press 1**

State or enter:
Your 10 Digit billing National Provider ID (NPI)

State: **Eligibility and Benefits or press 1**

State or enter: **"Numeric portion of the Member's
Identification Number"**

System will repeat the numeric portion of
the Member's Identification Number to see
if it is correct.
State: **Yes or press 1** (if it is correct)
State: **No or press 2** (if incorrect - state the correct
Member's Identification Number)
****If the member has multiple policies under the
same Member's ID Number, the system will ask
for the Group Number.*

State or enter: **Patient's Date of Birth**
For example: **say August 13, 1968 or enter mm/dd/yyyy**

System will give you the patient's name
and will ask if this is correct.
State: **Yes or press 1** (if it is correct)
State: **No or press 2** (if incorrect – state the patient's
correct date of birth)

Eligibility data will be verified ~ Type of policy,
effective date, pre-existing date (if applicable)
3-alpha prefix, group number.
System will give you a **Confirmation Number**
for your records.

State: **Benefit Details or press 2**

If the provider has multiple offices,
the system will ask for the zip code
where services are being rendered.

Please state type of service:
Surgery, Office Services, Orthotics, Diagnostic

Please state where services are being rendered.
For example:
**Office, Outpatient, Inpatient, Emergency Room, Home,
Birthing Center or Other**