



Welcome to Blue Cross and Blue Shield of Illinois Provider Customer Service

What's your National Provider Identifier (NPI) Number?

Say your NPI number, or Tax ID

INTERRUPT Permitted!

Which can I help you with?

INTERRUPT Permitted!

- Eligibility and Benefits ①
- Claims ②
- Preauthorization ③
- Other ④

MAIN MENU



At later points in the flow, you will have an option to easily return here by saying "Main Menu".

LEGEND



Phone System Prompt



Caller Response Option(s)



Phone System Quotes



Touch-Tone Option



Tip



Eligibility



What's the subscriber's id?

INTERRUPT Permitted!



The alpha-numeric portion of the subscriber's ID with or without the 3 character alpha prefix, ■



What's the patient's date of birth?

INTERRUPT Permitted!



The month, date and year with the century. (i.e., 07-23-1967)



The system will confirm the patient's name and provide the following:

- Current effective date
- Benefits are specific to the provider number entered previously
- Group number
- Alpha prefix
- If pre-existing applies for this date
- Patient's first and last name
- Type of coverage (i.e., PPO, HMO, etc.)
- PCP name or PCP not on file, *if applicable*
- PCP effective date, *if applicable*
- Inquiry confirmation number



You will only hear applicable disclaimer(s) once per call.



Now you can say...

INTERRUPT Permitted!

Repeat That

Benefit Details

Next Patient

Main Menu

If you need more information, say...**Help**

LEGEND



Phone System Prompt



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Tip



Benefits



Benefit quotes must be preceded by Eligibility.



Tell me a service.

INTERRUPT Permitted!



Say, for example, Office Visit, Chiropractic Services, or Physical Therapy

Or say, List Them

Note: A list will be offered in groups of 5 with precedence based on provider type and/or speciality.

- Abortion, Acupuncture, Allergy, Ground (or Air) Ambulance, Anesthesia, Assistant Surgeon, Biofeedback, Birth Control, Blood Transfusion, Cardiac Rehab, Catastrophic Protection, Chemical Dependency, Chiropractic Services, Circumcision, Colonscopy, Consultations, Coordinated Home Care, Cosmetic, Dental, Diabetic Management, Diagnostic/Lab/X-Ray, Dialysis, Drugs, Durable Medical Equipment, Emergency Medical Care, Emergency Room, Extended Care Facility, Family Planning, Hearing, Hospice, Hospital, 23 Hour Observation, Infertility, Injections, Lupron, Maternity, Medical Supplies, Medical Therapeutic, Naprapathic Services, Nutritional Counseling, Office Services, Office Visit, Organ Transplants, Orthotics, Prosthetics, Pap Smear, Physical Exam, Therapies, Podiatry, Preventive Care, Private Duty Nursing, PSA, Self Injectables, Smoking, Sterilization, Surgery, TMJ, Urgent Care, Routine Vision, Wigs

BENEFIT CATEGORY KEY WORDS (Alphabetically Listed)

1 Further specify as: CAT Scan, MRI, X-Ray, Laboratory, Ultrasound, PET Scan, EKG, Mammogram, Pathology, Sleep Study, Stress Test, or Other

2 Further specify as: Behavioral Health, Chemo Therapy, Mixed Therapy, Physical Therapy, Hydro Therapy, Occupational Therapy, Speech Therapy, Inhalation Therapy, Home Infusion, Respiratory



If member is a Federal Employee, there are only 16 benefit categories from which to choose:

- Allergy, Chiropractic Svcs, Office Visit, Inpatient Benefit, Outpatient Benefits, Toggles to next list, Diagnostic / Lab and X-ray, Physical, Occupational or Speech Therapy, Preventive Care, Emergency Accident Care, Maternity, Toggles to next list, Behav. Health or Chem. Dep., Durable Medical Equipment, Hospice or Home Nursing Care, Drugs, Dental, Catastrophic Protection, Toggles to next list



Where is the service being rendered?

INTERRUPT Permitted!



- Office, Outpatient, Inpatient, Emergency Room, Home, Other Location



The system will quote the following:

- If the provision is/is not covered, If a preauthorization is/is not required, Copay amount, Deductible amount, If deductible met and amount YTD, If policy is contract year or calendar year, What % services are payable, up to a specified dollar amount, If visit max applies and number of visits YTD, Out-of-pocket limit per contract/calendar year and amount met YTD, Maximum units per care interval, Lifetime max amount, Inquiry confirmation number



Say... Repeat That

Check Another Benefit

INTERRUPT Permitted!

You can also say...

- Next Patient, Claims Address, Main Menu, Customer Advocate

LEGEND



Phone System Prompt



Caller Response Option(s)



Phone System Quotes



Touch-Tone Option



Tip



Claims

Which are you calling for? INTERRUPT Permitted!

Claim Status
A specific claim number
Or, a claims mailing address

What's the subscriber's id? INTERRUPT Permitted!

The numeric portion of the subscriber's ID as it appears on the ID card.

And, what's the date of service? INTERRUPT Permitted!

The month, date and year with the century. (i.e., 07-23-1967)

System will verify claim with billed amount.

Is this the one you're looking for? INTERRUPT Permitted!

Yes Note: If No, system will prompt for more information (sp., end date of service).

The system will provide the following when: You will only hear applicable disclaimer(s) once per call.

Claim is finalized:

- Claim number
Total charges billed
Amount paid
Payee
Check number
Process date
Date paid
Patient share
Amount applied to deductible and coinsurance
If adjusted, date and payment
If not paid, denial reason description

Claim is in-processing:

- Claim receipt date
Claim number

Hear the details, when available:

- Procedure code
Billed amount
Amount paid
Amount applied to deductible
Amount applied to coinsurance
If denied, denial reason description

You can say... INTERRUPT Permitted!

- Repeat That 1
Hear the Details (when available) 2
Check Another Claim 2
Next Patient 3
Main Menu 4
Customer Advocate 0

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