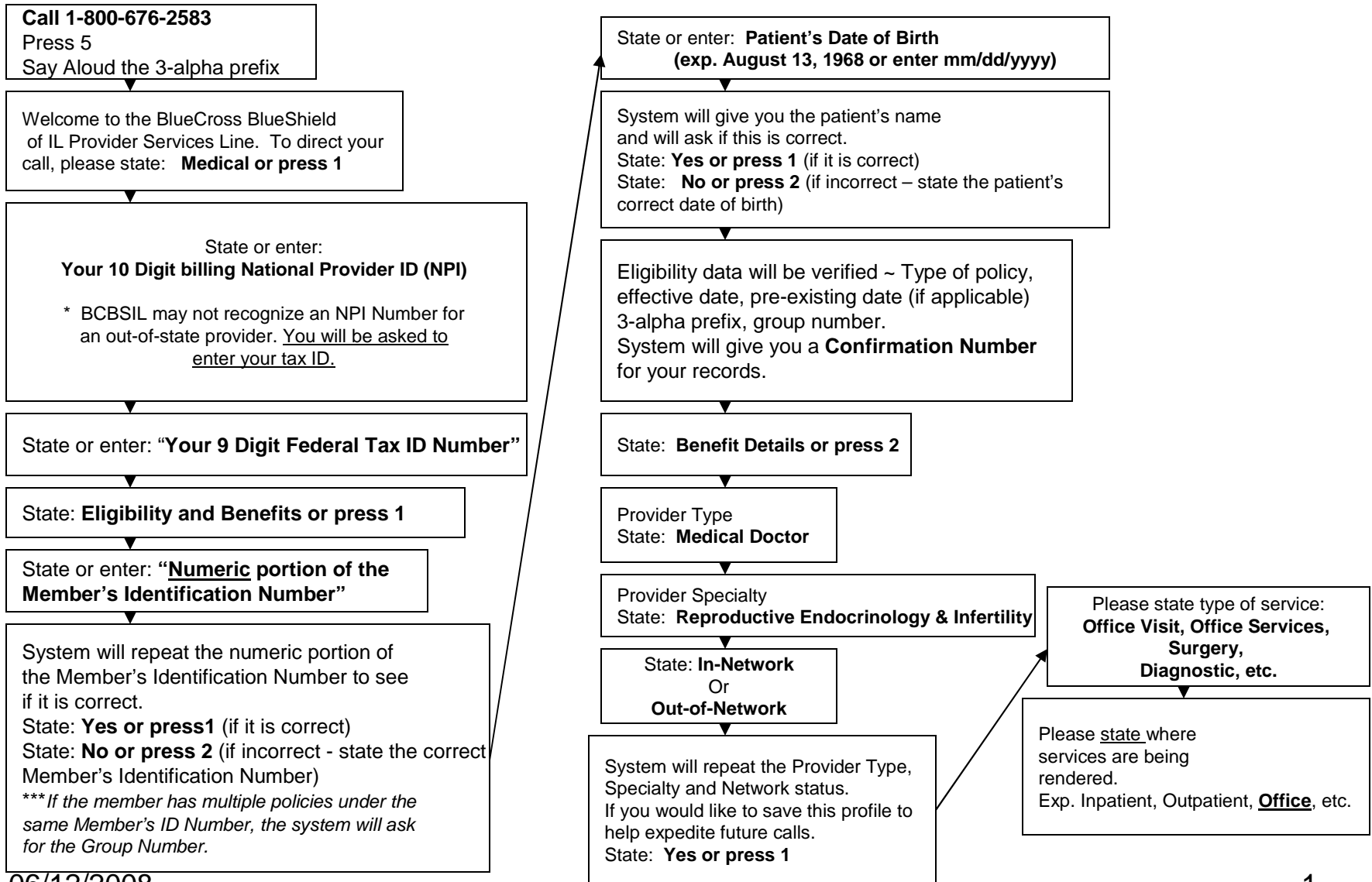




IVR - Interactive Voice Response System ~ Out of State Providers
Endocrinology

www.bcbsil.com/provider



06/12/2008

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Use this sheet after you have set up and saved your Provider Profile on the IVR

www.bcbsil.com/provider

Call 1-800-676-2583
Press 5
Say Aloud the 3-alpha prefix

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

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

* BCBSIL may not recognize an NPI Number for an out-of-state provider. You will be asked to enter your tax ID.

State or enter: "Your 9 Digit Federal Tax ID Number"

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**
(exp. August 13, 1968 or enter mm/dd/yy)

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**

I have you as a **Medical Doctor**, specializing in **Reproductive Endocrinology & Infertility** and you are **In-Network or Out-Of-Network**. Is that right?
State: **Yes or press 1**

Please state type of service:
Office Services, Office Visit, Surgery, Diagnostic, etc.

Please state where services are being rendered.
Exp. Inpatient, Outpatient, **Office**, etc.

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