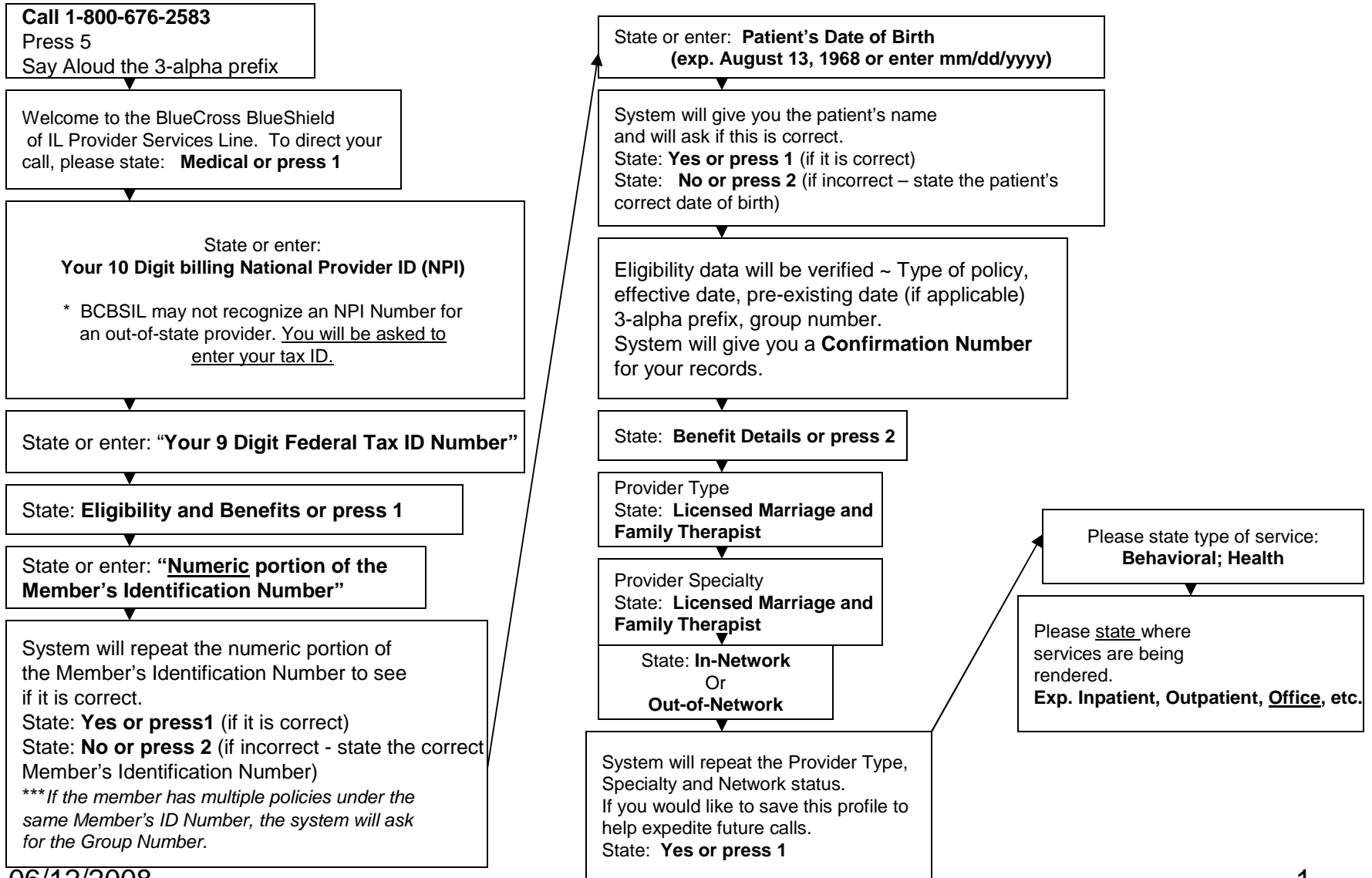




IVR - Interactive Voice Response System ~ Out of State Providers
Mental Health LMFT
www.bcbsil.com/provider



**IVR - Interactive Voice Response System ~ Out of State Providers
Mental Health LMFT**

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 an **Licensed Marriage and Family Therapist**,
specializing in **Licensed Marriage and Family Therapist** and you
are **In-Network or Out-Of-Network**.
Is that right?
State: **Yes or press 1**

Please state type of service:
Behavioral Health

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

06/12/2008