1) Getting Started

Welcome to the Blue Cross Blue Shield Provider Line. To direct your call, please say “medical”, “pharmacy”, “dental” or “behavioral health.”

Medical
Press 1
Pharmacy
Press 2
Dental
Press 3
Behavioral Health
Press 4

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

Say or enter your NPI number.

Note(s):
- If the system does not recognize the NPI, you will be prompted for a Tax ID.
- Physicians and other professional providers should use the rendering NPI of the individual rendering the services.

2) Eligibility

Which can I help you with? “Eligibility & benefits”, “claims”, “preauthorization” or “Senate Bill 418 Written Verification”?

Eligibility & Benefits
Press 1
Claims
Press 2
Preauthorization
Press 3
Senate Bill 418
Press 4
Written Verification

Excluding the three character prefix, what’s the subscriber ID?

Say or enter only the subscriber ID, excluding the 3-character prefix.

Situational:
- Multiple policies were found for that patient. To help narrow it down, what’s their group number? For information about where to find the group number say “more information”.

Note(s):
- Anytime you are asked a yes or no question, you can enter 1 for yes or 2 for no.
- Alpha and numeric characters may be entered by touch tone keypad. The Alpha Touch Tone reference guide is available on page five for assistance keying alpha characters.

Have questions or need additional education? Email the Provider eBusiness Consultants at pecs@bcbstx.com
Be sure to include your name, direct contact information & Tax ID or Billing NPI.
What is the patient’s date-of-birth?

Say or enter the month, date and year with the century (i.e., 04/03/2018 or April 3rd, twenty eighteen).

Eligibility Quote:
“Please be advised that a quote of eligibility and benefits is not a guarantee of payment. All benefits and claim payments are subject to eligibility, medical necessity and the terms, conditions, limitations, exclusions and payment provisions of the patient’s health benefit plan at the time the services are rendered. Benefit amounts are usually not based on billed charges and might be significantly less than billed charges. Please note newborn dependents not listed on the membership file may have benefits available.”

The system will quote the following:
- Type of coverage (i.e., PPO, HMO, etc.)
- Current effective date
- Pre-existing waiting period completion date
- Three character prefix
- Group number
- Health Care Account (HCA) balance
- PCP name, if available
- PCP effective date
- Termination or cancel date
- Confirmation number

3) Benefits

Now you can say “repeat that” or “benefit details.” You can also say “next patient” or “main menu” or, if you’re through, go ahead and hang up.

Repeat That
Benefit Details
Next Patient
Main Menu

Press 1
Press 2
Press 3
Press 4

Note(s):
Benefit quotes must be preceded by eligibility.
You may be prompted for the zip code, address where the service is rendered, provider type and/or provider specialty.

Tell me a service, for example, “office visit”, or “chiropractic service” or say “list them.”

Say the requested service or say “list them.”

Have questions or need additional education? Email the Provider eBusiness Consultants at pecs@bcbstx.com
Be sure to include your name, direct contact information & Tax ID or Billing NPI.
Where is the service being rendered?
Say "inpatient", "outpatient", "emergency room", "office", "home", "birthing center" or "other"

Interruption Permitted

Say applicable place of treatment.

The system will quote the following:
• If the service is/is not covered
• Copay amount
• Deductible amount per contract/calendar year and amount met year to date
• Coinsurance amount
• Out-of-pocket limit per contract/calendar year and met year to date
• Benefit maximum and amount met year to date
• Lifetime max amount and amount year to date
• Preauthorization requirements
• Timely filing period
• Confirmation number

Note(s):
Only applicable places of treatment will be indicated.
To use your touch tone key pad, you may press the number corresponding with the order of the place of treatment given.

Only applicable services will be quoted.

Would you like for me to fax this information to you?

Yes  Press 1

No   Press 2

If Yes:
What is your fax number, including the area code? Thanks, I’ll fax the information to you. Our goal is to have this to you within the hour and will be sent to you before the end of the business day.

Otherwise:
Say, “repeat that” or “check another benefit.” You can also say, “next patient”, “claims address” or “main menu.”

Repeat That  Press 1
Check Another Benefit  Press 2
Next Patient  Press 3
Claims Address  Press 4
Main Menu  Press 5

Note(s):
Fax numbers can be entered by touch tone or spoken. They should also be entered in ###-###-#### format, without the preceding 1.

The benefits quoted were based on the provider’s network participation. If you would like to receive the contrasting level of benefits say “contrasting benefits.”

Interruption Permitted

Otherwise:
Say, “repeat that” or "check another benefit." You can also say, “next patient”, “claims address” or “main menu.”

Have questions or need additional education? Email the Provider eBusiness Consultants at pecs@bcbstx.com
Be sure to include your name, direct contact information & Tax ID or Billing NPI.
Eligibility & Benefits IVR Caller Guide

800-451-0287

May 2018

Customer Advocate assistance has been removed for the benefit categories highlighted in blue.

Non-FEP Benefit Category Key Words (Alphabetically Listed)

- 23 Hour Observation
- Diagnostic
- Hospital Visit
- Labs
- X-rays
- Abortion
- Acupuncture
- Air Ambulance
- Allergy
- Allergy Treatment
- Allergy Testing
- Consultation
- Office Visit
- Anesthesia
- Assistant Surgeon
- Behavioral Health
- Day Psychiatric
- Adult Family Counseling
- Child Family Counseling
- Group Psychotherapy
- Individual Psychotherapy
- Psychological Testing
- Residential Treatment
- Mental Visit
- Biofeedback
- Birth Control
- Cardiac Rehab
- CAT Scan
- Catastrophic Protection
- Chemical Dependency
- Day Psychiatric
- Adult Family Counseling
- Child Family Counseling
- Detoxification
- Group Psychotherapy
- Individual Psychotherapy
- Intensive Chemical Dependency
- Mental Visit
- Partial Hospitalization
- Residential Treatment
- Chemotherapy
- Chemotherapy
- Radiation Therapy
- Office Visit
- Chiropractic Services
- Acupuncture
- Diagnostic Medical
- Muscle Manipulation
- Orthotics
- Office Visit
- Physical Therapy
- X-rays
- Circumcision
- Colonoscopy
- Medical Colonoscopy
- Routine Colonoscopy
- Consultations
- Coordinated Home Care
- Cosmetic
- Dental
- Diabetic Management
- Dialysis
- Drugs
- Durable Medical Equipment
- DME Purchase
- DME Rental
- DME Repair and Replacement
- Emergency Accident Care
- Emergency Medical Care
- Emergency Room
- Emergency Accident Care and Services
- Emergency Medical Care and Services
- Extended Care Facility
- Family Planning
- Ground Ambulance
- Hearing
- Hearing Aide
- Routine Hearing Test
- Home Infusion Therapy
- DME
- Drugs
- Medical Supplies
- Nursing
- Hospice
- Hospital
- Daily Room and Board
- Hospital Visit
- Hydrotherapy
- Infertility
- Artificial Insemination
- Diagnostic Medical
- In Vitro Fertilization
- Labs
- Office Visit
- X-ray
- Inhalation Therapy
- Injections
- Injections
- Office Visit
- Laboratory
- Lupon
- Mamogram
- Medical mamogram
- Routine Mamogram
- Maternity
- Normal Global Maternity
- (Member/Spouse/Dependent)
- Initial Office Visit
- Ultrasound
- Medical Supplies
- Medical Therapeutic
- Medicare
- Mixed Therapy
- Occupational Therapy
- Physical Therapy
- Speech Therapy
- MRI
- Naprathic Services
- Consultation
- Muscle Manipulation
- Orthotics
- Office Visit
- Physical Therapy
- X-rays
- Nutritional Counseling
- Occupational Therapy
- Office Services
- Injections
- Office Diagnostic Medical Procedure
- Office Labs
- Office Visit
- Office Surgery
- Office X-rays
- Office Visit
- Organ Transplant
- Orthotics
- Pap Smear
- Medical Pap Smear
- Routine Pap Smear
- Pathology
- PET Scan
- Physical Exam
- Physical Therapy
- Podiatry
- Injection
- Orthotics
- Office Visit
- Physical Therapy
- Surgery
- Routine Foot Care
- X-rays
- Preventive Care
- Routine Immunizations
- Routine Office, Well Visit or Physical Exam
- Routine Colonoscopy Screening
- Routine Colorectal Cancer Screening Lab
- Routine Colorectal Cancer Screening X-ray
- Routine Diagnostic
- Routine Lab
- Routine Mamogram
- Routine Pap Smear
- Routine Prostate Test
- Well Child
- Routine Well Woman Exam
- Patient Education and Training
- Private Duty Nursing
- Prosthetics
- PSA
- Medical Prostate Test
- Routine Prostate Test
- Respiratory Therapy
- Rolfing
- Routine Vision
- Prosthetics
- Frames
- Bifocal Lens
- Contact Lens
- Lenticular Lens
- Singular Vision Lens
- Trifocal Lens
- Routine Vision Test
- Second Opinion
- Self Injectable
- Sleep Study
- Smoking
- Speech Therapy
- Sterilization
- Elective Sterilization
- Medical Necessary Sterilization
- Stress Test
- Surgery
- TMJ
- Physical Therapy
- Office Visit
- Orthotic Appliance
- X-rays
- Ultrasonography
- Urgent Care
- Wigs
- X-ray

FEP Benefit Category Key Words (Alphabetically Listed)

- Accidental Injury
- Acupuncture
- Allergy
- Anesthesia
- Assistant Surgery
- Cardiac Rehab
- Catastrophic Protection
- Chiropractic Services
- Colonoscopy
- Dental
- Diabetic Education & Nutrition Counseling
- Diagnostic Labs & X-rays
- Dialysis
- Durable Medical Equipment
- Family Planning
- Foot Care
- Hearing Services
- Hospice & Home Nursing Care
- Inpatient Benefits
- Maternity
- Medicare
- Mental Condition or Substance Abuse
- Office Visit
- Oral Surgery
- Orthotics/Prosthetics
- Outpatient Benefits with Professional Day Surgery
- Physical, Occupational, Speech Therapy
- Preventive Care
- Skilled Nursing Care
- Vision
- Wigs

Have questions or need additional education? Email the Provider eBusiness Consultants at pecs@bcbsxt.com

Be sure to include your name, direct contact information & Tax ID or Billing NPI.
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)

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>*21</td>
<td>*22</td>
<td>*23</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>D</th>
<th>E</th>
<th>F</th>
</tr>
</thead>
<tbody>
<tr>
<td>*31</td>
<td>*32</td>
<td>*33</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>G</th>
<th>H</th>
<th>I</th>
</tr>
</thead>
<tbody>
<tr>
<td>*41</td>
<td>*42</td>
<td>*43</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>J</th>
<th>K</th>
<th>L</th>
</tr>
</thead>
<tbody>
<tr>
<td>*51</td>
<td>*52</td>
<td>*53</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>M</th>
<th>N</th>
<th>O</th>
</tr>
</thead>
<tbody>
<tr>
<td>*61</td>
<td>*62</td>
<td>*63</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>P</th>
<th>Q</th>
<th>R</th>
<th>S</th>
</tr>
</thead>
<tbody>
<tr>
<td>*71</td>
<td>*72</td>
<td>*73</td>
<td>*74</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>T</th>
<th>U</th>
<th>V</th>
</tr>
</thead>
<tbody>
<tr>
<td>*81</td>
<td>*82</td>
<td>*83</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>W</th>
<th>X</th>
<th>Y</th>
<th>Z</th>
</tr>
</thead>
<tbody>
<tr>
<td>*91</td>
<td>*92</td>
<td>*93</td>
<td>*94</td>
</tr>
</tbody>
</table>

**Group Number**

<table>
<thead>
<tr>
<th>Ex. 1</th>
<th>Y</th>
<th>N</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press</td>
<td>*93</td>
<td>*62</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ex. 2</th>
<th>1</th>
<th>2</th>
<th>K</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press</td>
<td>1</td>
<td>2</td>
<td>*52</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

**Subscriber ID**

<table>
<thead>
<tr>
<th>Ex. 1</th>
<th>A</th>
<th>1</th>
<th>N</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press</td>
<td>*21</td>
<td>1</td>
<td>*62</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ex. 2</th>
<th>0</th>
<th>9</th>
<th>2</th>
<th>T</th>
<th>7</th>
<th>6</th>
<th>8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press</td>
<td>0</td>
<td>9</td>
<td>2</td>
<td>*81</td>
<td>7</td>
<td>6</td>
<td>8</td>
</tr>
</tbody>
</table>

**Claim Number**

<table>
<thead>
<tr>
<th>Ex. 1</th>
<th>2</th>
<th>1</th>
<th>3</th>
<th>4</th>
<th>F</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>0</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press 2</td>
<td>1</td>
<td>3</td>
<td>4</td>
<td>*33</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>0</td>
<td>*92</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ex. 2</th>
<th>2</th>
<th>0</th>
<th>1</th>
<th>T</th>
<th>8</th>
<th>7</th>
<th>6</th>
<th>5</th>
<th>0</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press 2</td>
<td>0</td>
<td>1</td>
<td>*81</td>
<td>8</td>
<td>7</td>
<td>6</td>
<td>5</td>
<td>0</td>
<td>*23</td>
<td></td>
</tr>
</tbody>
</table>

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

---

**Have questions or need additional education?** Email the Provider eBusiness Consultants at pecs@bcbstx.com

*Be sure to include your name, direct contact information & Tax ID or Billing NPI.*