BlueCross BlueShield of Illinois

Behavioral Health Inpatient
Preauthorization IVR Caller Guide

800-851-7498

Sept. 2021

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Hours of Availability: Monday – Friday 6:00 a.m. – 11:30 p.m. (CT); Saturday 6:00 a.m. – 6:00 p.m. (CT); Sunday – Closed

• *Utilize your keypad when possible*   • *Avoid using cell phones*   • *Minimize background noise*   • *Mute your phone when you are not speaking*

This caller guide does not apply to Blue Cross Community Health Plans[SM] (BCCHP[SM]), Blue Cross Community MMAI (Medicare-Medicaid Plan)[SM] , Blue Cross Medicare Advantage (HMO)[SM] and Blue Cross Medicare Advantage (PPO)[SM].

1) Getting Started

Welcome to the Blue Cross Blue Shield Behavioral Health Services.

Para asistencia en español, oprima siete.

For information in English, please stay on the line for assistance.

First, if you're a member in a crisis or a true life threatening situation say "yes" or press 1. All other callers please remain on the line.

Interruption Permitted

Yes	Press 1
No	**Press 2**

Note: You can use your touch tone keypad to enter numeric information.

Okay. If you know your party's extension, say "extension."

Interruption Permitted

Say "extension" or remain silent if you do not have one.

To direct your call please say one of the following: "Provider" or "Member."

Interruption Permitted

Provider	**Press 1**
Member	Press 2

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

Situational:

If the system does not recognize the NPI, you will be prompted for a Tax ID.

Interruption Permitted

Say or enter your NPI or 3-digit HMO site number.

• *Utilize your keypad when possible* • *Avoid using cell phones* • *Minimize background noise* • *Mute your phone when you are not speaking*

2) Preauthorization

Thanks, I'll just look that up. Which can I help you with eligibility and benefits, claims, preauthorization or other services?

Interruption Permitted

Eligibility and benefits	Press 1
Claims	Press 2
Preauthorization	**Press 3**
Other Services	Press 4

Note: Use the Availity® Authorizations tool to submit your requests online.

Okay, preauthorization. Excluding the three-character prefix, what's the subscriber ID?

Situational:

If multiple policies are found for your patient, you will be asked to provide their group number.

Interruption Permitted

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

Note: Alpha and numeric characters may be entered by touch tone keypad. The Alpha Touch Tone reference guide is available on page three for assistance with keying alpha characters.

That's 123456789. Is that correct?

Interruption Permitted

Yes	Press 1
No	Press 2

Is this for medical, behavioral health or chemical dependency services?

Interruption Permitted

Medical	Press 1
Behavioral Health	**Press 2**
Chemical Dependency	Press 3

Do you need to request authorization or check the status?

Interruption Permitted

Request authorization	**Press 1**
Check status	Press 2

Okay, Inpatient, Outpatient, Home or Referral?

Interruption Permitted

Inpatient	**Press 1**
Outpatient	Press 2
Home	Press 3
Referral	Press 4

And do you want to create a new request or extend an existing request?

Interruption Permitted

New request	**Press 1**
Extend existing request	Press 2

Please hold while I connect you. This call may be recorded.

Interruption Permitted

Remain on the line while you are being connected with a Behavioral Health Customer Advocate.

- *Utilize your keypad when possible*   • *Avoid using cell phones*   • *Minimize background noise*   • *Mute your phone when you are not speaking*

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)

Letter		Code
A	=	*21
B	=	*22
C	=	*23
D	=	*31
E	=	*32
F	=	*33
G	=	*41
H	=	*42
I	=	*43
J	=	*51
K	=	*52
L	=	*53
M	=	*61
N	=	*62
O	=	*63
P	=	*71
Q	=	*72
R	=	*73
S	=	*74
T	=	*81
U	=	*82
V	=	*83
W	=	*91
X	=	*92
Y	=	*93
Z	=	*94

Group Number

Ex. 1	Y	N	1	2	3	4
Press	*93	*62	1	2	3	4
Ex. 2	1	2	K	3	4	5
Press	1	2	*52	3	4	5

Subscriber ID

Ex. 1	A	1	N	2	3	4	5	6	7
Press	*21	1	*62	2	3	4	5	6	7
Ex. 2	0	9	2	T	7	6	8	
Press	0	9	2	*81	7	6	8	

Note: *Exclude three-character prefix when entering the subscriber ID.*

Claim Number

Ex. 1	2	1	3	4	F	5	6	7	0	X
Press	2	1	3	4	*33	5	6	7	0	*92
Ex. 2	2	0	1	T	8	7	6	5	0	C
Press	2	0	1	*81	8	7	6	5	0	*23

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

Have questions or need additional education? Email the [Provider Education Consultants](#).

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