



Welcome to the Blue Cross Blue Shield of Oklahoma Provider Line 1-800-496-5774



To direct your call, please say

INTERRUPT Permitted!



Anytime you are asked a yes or no question, you can enter '1' for yes and '2' for no.

- Medical (1) ✓
Pharmacy (2)
Dental (3)
Behavioral Health (4)



OK, what's your 10-digit billing National Provider ID?

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- National Provider ID (NPI) ✓
I'm not sure.



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



Which can I help you with?

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- Eligibility and Benefits (1) ✓
Claims (2)
Preauthorization (3)
Other Services (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 Allowed



Touch-Tone Option



Tip



Eligibility



What's the subscriber's id?

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A valid Oklahoma subscriber ID is required to receive patient-specific information.



The alpha-numeric portion of the subscriber's ID **excluding** the 3 letter alpha prefix



If multiple policies are found you will be prompted for the 6 character group number. Alpha/numeric group numbers must be spoken. Fully numeric group numbers may be entered by touch-tone.



What's the patient's date of birth?

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The month, date and year with the century. (i.e., 07-23-1967 or July 23rd, nineteen sixty-seven)



The system will quote the following for the patient:

- Type of coverage (i.e., PPO, HMO, etc.)
- Current effective date
- Pre-existing waiting period completion date, if applicable
- Alpha prefix
- Group number
- Health Care Account (HCA) balance, if applicable
- PCP name or PCP not on file, if applicable
- PCP effective date, if applicable
- Termination or cancel date, if applicable
- Confirmation number



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



Now you can say...

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- Repeat That ①
- Benefit Details ② ✓
- Next Patient ③
- Main Menu ④



Benefit quotes must be preceded by Eligibility.

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

LEGEND

- Phone System Prompt
- Caller Response Option(s)
- Phone System Quotes
- Touch-Tone Allowed
- Touch-Tone Option
- Tip



Benefits



Tell me a service.

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You may be prompted for the service zip code, address where service is rendered, provider type, and/or provider specialty.



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.

For non-Federal Employees, a comprehensive listing of services/benefit categories is available for your convenience on the following page in alphabetical order.

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

- Allergy (1), Chiropractic Svcs. (2), Office Visit (3), Inpatient Benefits (4), Outpatient Benefits (5), Diagnostic / Lab and X-ray (1), Physical, Occupational or Speech Therapy (2), Preventive Care (3), Emergency Accident Care (4), Maternity (5), Behav. Health or Chem. Dep. (1), Durable Medical Equipment (2), Hospice or Home Nursing Care (3), Drugs (4), Dental (5), Catastrophic Protection (1)

Toggles to next list (6)

Toggles to next list (6)

Toggles to next list (6)



Where is the service being rendered? (if applicable)

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Say, Inpatient, Office, Other, Outpatient, Home, Emergency Room, Birthing Center



The system will quote the following, if applicable:

- If the service is/is not covered, Preauthorization requirements, Copay amount, Deductible amount per contract/calendar year and amount met YTD, Co-insurance %, Out-of-pocket limit per contract/calendar year and amount met YTD, Benefit maximum and amount met YTD, Lifetime max amount and amount met YTD, Timely filing period, Confirmation number



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

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Say... Yes (1)

What is your fax number including the area code?

Thanks. Our goal is to have this to you within the hour.

Please allow to the end of the business day.

Say... No (2)



Say... Repeat That (1)

Check Another Benefit (2)

You can also say...

Next Patient (3)

Claims Address (4)

Main Menu (5)

Customer Advocate (0)

LEGEND



Phone System Prompt



Caller Response Option(s)



Phone System Quotes



Touch-Tone Allowed



Touch-Tone Option



Tip



Benefits

BENEFIT CATEGORY KEY WORDS (Alphabetically Listed)

- 23 Hour Observation
- Abortion
- Acupuncture
- Air Ambulance
- Allergy
 - Allergy Injections and Serum
 - Allergy Skin Testing
 - Consultation
 - Office Visit
- Anesthesia
- Assistant Surgeon
- Behavioral Health
- Biofeedback
- Birth Control
 - Non-Oral Contraceptives
 - Oral Contraceptives
- Blood Transfusion
- Cardiac Rehab
- CAT Scan
- Chemical Dependency
- Chemo Therapy
 - Chemo Therapy
 - Radiation Therapy
- Chiropractic Services
 - Muscle Manipulation
 - 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
- EKG
- Emergency Accident Care
- Emergency Medical Care
- Emergency Room
- Extended Care Facility
- Family Planning
- Ground Ambulance
- Hearing
- Home Infusion Therapy
- Hospice
- Hospital
 - Daily Room and Board
 - Hospital Visit
- Hydrotherapy
- Infertility
- Inhalation Therapy
- Injections
 - Injections
 - Office Visit
- Laboratory
- Lupron
- Mammogram
- Maternity
 - Normal Global Maternity (Member/Spouse/Dependent)
 - Initial Office Visit
 - Ultrasound
 - Labs
- Medical Supplies
- Medical Therapeutic
- Medicare
- Mixed Therapy
 - Occupational Therapy
 - Physical Therapy
 - Speech Therapy
- MRI
- Naprapathic Services
- Nutritional Counseling
- Occupational Therapy
- Office Services
 - Injections
 - Office Diagnostic Medical Procedure
 - Office Labs
 - Office Visit
 - Office Surgery
 - Office X-Rays
- Office Visit
- Organ Transplants
- Orthotics
- Pap Smear
- Pathology
- Pet Scan
- Physical Exam
- Physical Therapy
- Podiatry
- Preventive Care
- Private Duty Nursing
- Prosthetics
- PSA
- Respiratory Therapy
- Roling
- Second Opinion
- Self-Injectables
- Sleep Study
- Smoking
- Speech Therapy
- Sterilization
- Stress Test
- Surgery
- TMJ
- Ultrasound (Non-pregnancy related)
- Urgent Care
- Vision (Routine)
- Wigs
- X-Ray