



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

? To direct your call, please say **INTERRUPT Permitted!**

- Medical** ✓
- Pharmacy**
- Dental**
- Behavioral Health**

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

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? **INTERRUPT Permitted!**



- 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
- ① Touch-Tone Option
- Tip



Claims

Which are you calling for? INTERRUPT Permitted!

- Claim Status 1
Or, a claims mailing address 2
A specific claim # 3
Or, discuss a denied claim 4

What's the subscriber's id? INTERRUPT Permitted!

The alpha-numeric portion of the subscriber's ID excluding the 3 letter prefix as it appears on the ID card.

And, what's the start date of service? INTERRUPT Permitted!

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

What is the billed amount? INTERRUPT Permitted!

The dollar(s) and cent(s) without the decimal.

System will verify claim(s) found by quoting the start date of service and corresponding billed amount.

Is this the one you're looking for? INTERRUPT Permitted!

Yes Note: If No, system will prompt for more information (sp., end date of service).

The system will provide the following when: You will only hear applicable disclaimer(s) once per call.

- Claim is finalized: Claim number, Process date, Total charges billed, Amount paid, Payee, Check number, Check issue date, Patient share, If adjusted, date adjustment finalized, Confirmation number
Claim is in-processing: Claim receipt date, Claim number, Confirmation number

You can say... INTERRUPT Permitted!

- Repeat That 1
Check Another Claim 2
Next Patient 3
Main Menu 4
Customer Advocate 0

LEGEND
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Tip