



# Claims IVR Caller Guide

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

## 1) Getting Started



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

*Interruption Permitted*

- Medical
- Pharmacy
- Dental
- Behavioral Health

- Press 1
- Press 2
- Press 3
- Press 4

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



Okay, what’s your 10-digit billing National Provider ID?

**Situational:**

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

*Interruption Permitted*

Say or enter your NPI number.

## 2) Claims



Which can I help you with? Eligibility and benefits, claims, authorization and referral management or other services?

*Interruption Permitted*

- Eligibility and Benefits
- Claims
- Authorization and Referral Management
- Other Services

- Press 1
- Press 2
- Press 3
- Press 4

**Note:** At a later point you will have the option to return here (Main Menu).



Which are you calling for? To have a claim adjusted, say “adjust a claim” or for claims mailing address say, “claims mailing address.”

*Interruption Permitted*

- Adjust a Claim
- Claims Mailing Address

- Press 1
- Press 2

**Note:** For the **adjust a claim option**, drop the preceding zeroes and say or enter the remaining 13 characters.

Obtain detailed claim status online using [Availity® Essentials Claim Status](#) or confirm basic claim status using your preferred web vendor.



You can usually find the claim number on the provider claims summary. Please tell me your claim number, one digit at a time, including the letter at the end. For more help finding the number or using your keypad to enter letters, say “more information.”

*Interruption Permitted*

Say or enter only the claim number including the alpha character at the end.

**Note:** Alpha and numeric characters may be entered by touch tone keypad. The Alpha Touch Tone reference guide is available on [page two](#) for assistance keying alpha characters.

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## 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)

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

### Group Number

<b>Ex. 1</b>	<b>Y</b>	<b>N</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>Press</b>	*93	*62	1	2	3	4
<b>Ex. 2</b>	<b>1</b>	<b>2</b>	<b>K</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Press</b>	1	2	*52	3	4	5

### Subscriber ID

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

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

### Claim Number

<b>Ex. 1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>F</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>0</b>	<b>X</b>
<b>Press</b>	2	1	3	4	*33	5	6	7	0	*92
<b>Ex. 2</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>T</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>0</b>	<b>C</b>
<b>Press</b>	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 our [Provider Education Consultants](#).

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