

Eligibility & Benefits 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

1 of 6

- 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 Medicare Advantage (HMO)SM, Blue Cross Medicare Advantage (PPO)SM, or Texas Medicaid STAR, STAR Kids and CHIP.

1) Getting Started



Welcome to the Blue Cross Blue Shield of Texas Provider Services 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.



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's your 10-digit NPI?

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.

Note: 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”?

Interruption Permitted

Eligibility & Benefits
Claims
Preauthorization
Senate Bill 418 Written
Verification

Press 1
Press 2
Press 3
Press 4

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



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 6](#) for assistance keying alpha characters.



And what's the patient's date-of-birth?

Interruption Permitted

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

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

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Eligibility Quote

Please be advised that a quote of eligibility and benefits is not a guarantee of payment. All benefit payments are subject to eligibility, medical necessity, and the terms, conditions, limitations, exclusions, and payment levels of the patient’s health benefit plan at the time the services are rendered. Benefit payments are usually not determined 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 information (if applicable):

- Type of coverage (i.e., PPO, HMO, etc.)
- Medicare information
- Current effective date
- Health Care Account (HCA) balance
- Pre-existing waiting period completion date
- PCP name & effective date
- Three-character prefix
- Termination or cancel date
- Group number
- 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.

Interruption Permitted

Repeat That
Benefit Details
Next Patient
Main Menu

Press 1
Press 2
Press 3
Press 4

Note: 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.”

Interruption Permitted

Say the requested service or say, “list them.”

Note: A list will be offered in groups of five with precedence based on the provider type and/or specialty. This comprehensive listing is available on [page 5](#) in alphabetical order.



Where is the service being rendered? Say “inpatient”, “outpatient”, “emergency room”, “office”, or say “home.”

Interruption Permitted

Say applicable place of treatment.

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

Benefits Quote

The system will quote the following information (if applicable):

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

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

If Yes:

What's your fax number, including the area code? Thanks, I'll fax the information to you. You should receive it within the next 24-hours.

Interruption Permitted

Yes

Press 1

No

Press 2

Note: 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."

Otherwise, say "repeat benefit information," "check another benefit," or "check preauthorization requirement by procedure code." You can also say "next patient," "claims address" or "main menu."

Interruption Permitted

Repeat Benefit Information

Press 1

Check Another Benefit

Press 2

Check Preauthorization by Procedure code

Press 3

Next Patient

Press 4

Claims Address

Press 5

Main Menu

Press 6

Note: A quote of the contrasting level of benefits is not available for members covered under the following contracts: Health Maintenance Organization (HMO), Traditional, Exclusive Provider Option (EPO), Medicare Supplement and/or Federal Employee Program (FEP).



If checking preauthorization by procedure code:

To get preauthorization requirements, we'll need the procedure code. Please say or enter a CPT or HCPCS procedure code. If there are any letters, please say it like this, "the letter A 2 3 4 5."

Okay. Say or enter the next CPT or HCPCS procedure code or say, "that's it." I can collect up to 5.

Interruption Permitted

Say or enter the procedure code(s).



This service will be rendered outpatient, correct?

Interruption Permitted

Yes

Press 1

No

Press 2

Note: The IVR will voice back the place of treatment used for the benefit quote.



If No:

Next, what's the place of treatment, outpatient, office or home?

Interruption Permitted

Outpatient

Press 1

Office

Press 2

Home

Press 3

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Procedure Code Preauthorization Quote

At this time, the system will quote preauthorization requirements based on the code(s) entered.

These preauthorization requirements have been saved to a file; your confirmation number is.....



If fax response was requested after benefit quote:

These preauthorization requirements will be included in your fax.

If fax response was NOT requested after benefit quote:

Would you like for me to fax these preauthorization requirements to you?

Yes
No

Press 1
Press 2

Interruption Permitted

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



When preauthorization is NOT required by BCBSTX:

If you have all the information you need, you can go ahead and hang up. Otherwise, we'll go back to the main menu.

End call or return to the main menu.

Interruption Permitted



When preauthorization IS required by BCBSTX:

Would you like to create the preauthorization request?

If Yes:

Refer to the [BCBSTX Outpatient Preauthorization Caller Guide](#) for navigational assistance with requesting preauthorization via phone.

Yes
No

Press 1
Press 2

Interruption Permitted

Note: If the IVR is unable to quote preauthorization requirements for the code(s) entered you will be connected with the next available agent.

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

Non-FEP Benefit Category Key Words (Alphabetically Listed)

- **Observation Care Services**
 - ✓ 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
 - ✓ Applied Behavior Analysis
- 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**
- Dental
- Diabetic Management
- **Dialysis**
- Drugs
- Durable Medical Equipment
 - ✓ DME Purchase
 - ✓ DME Rental
 - ✓ DME Repair and Replacement
- **EKG**
- Emergency Accident Care
- Emergency Medical Care
 - ✓ Emergency Accident Care and Services
 - ✓ Emergency Medical Care and Services
- **Extended Care Facility**
- Family Planning
- **Ground Ambulance**
- Hearing
 - ✓ Hearing Aide
 - ✓ Routine Hearing Test
- **Hospice**
- **Hospital**
 - ✓ **Daily Room and Board**
 - ✓ **Hospital Visit**
- Hydrotherapy
- Infertility
 - ✓ Artificial Insemination
 - ✓ Diagnostic Medical
 - ✓ In Vitro Fertilization
 - ✓ Labs
 - ✓ Office Visit
 - ✓ X-ray
- Infusion Therapy
 - ✓ DME
 - ✓ Drugs
 - ✓ Medical Supplies
 - ✓ Nursing
- **Inhalation Therapy**
- Injections
 - ✓ Injections
 - ✓ Office Visit
- **Laboratory**
- Lupron
- **Mammogram**
 - ✓ Medical mammogram
 - ✓ Routine Mammogram
- 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**
- Naprapathic 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 Mammogram
 - ✓ 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
- Roling
- 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
- Telemedicine/Telehealth
- TMJ
 - ✓ Physical Therapy
 - ✓ Office Visit
 - ✓ Orthotic Appliance
 - ✓ X-rays
- **Ultrasound (Non-pregnancy Related)**
- 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
- Infusion Therapy
- **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
- Telemedicine/Telehealth
- **Vision**
- Wigs

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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

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.

Please note that the fact a service has been preauthorized/pre-certified is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility and the terms of the member's certificate of coverage applicable on the date services were rendered. Obtaining a benefit preauthorization is not a substitute for checking the patient's eligibility and benefits.

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

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