



Welcome to the Blue Cross Blue Shield of Texas Provider Services Line 1-800-451-0287

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
Claims
Preauthorization
Department of Insurance Verification

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



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



What's the patient's date of birth?

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If multiple policies are found, you will be requested to provide the group number. Please respond with six-digit group number for best results.



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



The system will confirm the patient is covered with the following:

- Type of coverage (i.e., PPO, HMO, etc.)
- Current effective date
- Pre-existing waiting period completion date, *if applicable*
- Alpha prefix
- Group number
- 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...

INTERRUPT Permitted!

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

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

LEGEND

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Benefits



Tell me a service.

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Benefit quotes must be preceded by Eligibility.

You may be prompted for the service zip code, service address (at which the service will be 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 specialty.

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:

- List of 16 benefit categories with numbered callouts (1-6) and toggle instructions.



Where is the service being rendered? (if applicable)

INTERRUPT Permitted!



Say, Office (1), Outpatient (2), Inpatient (3)

Emergency Room (4), Home (5), Other Location (6)



The system will quote the following, if applicable:

- List of items that may be quoted: service coverage, preauthorization, copay, deductible, co-insurance, out-of-pocket limit, benefit maximum, lifetime max, and confirmation number.



Say... Repeat That (1)

Check Another Benefit (2)

INTERRUPT Permitted!

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

