



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



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) [check]
Pharmacy (2)
Dental (3)
Behavioral Health (4)



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?

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- National Provider ID (NPI) [check]
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) [check]
Claims (2)
Preauthorization (3)
Department of Insurance Verification (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 Texas 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 23<sup>rd</sup>, 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...

INTERRUPT Permitted!

- 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:

- List of 16 benefit categories with circled numbers 1-6: Allergy, Chiropractic Svcs., Office Visit, Inpatient Benefits, Outpatient Benefits, Diagnostic / Lab and X-ray, Physical, Occupational or Speech Therapy, Preventive Care, Emergency Accident Care, Maternity, Behav. Health or Chem. Dep., Durable Medical Equipment, Hospice or Home Nursing Care, Drugs, Dental, Catastrophic Protection.

Toggles to next list

Toggles to next list

Toggles to next list



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:

- List of items to be quoted: 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

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



Say... Repeat That

Check Another Benefit

You can also say...

Next Patient

Claims Address

Main Menu

Customer Advocate

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 Contraceptive Drugs
- Blood Transfusion
- Cardiac Rehab
- CAT Scan
- Chemical Dependency
  - Chemical Dependency
  - Partial Chemical Dependency
  - Family Chemical Dependency
  - Group Chemical Dependency
  - Individual Chemical Dependency
- Chemo Therapy
  - Chemo Therapy
  - Radiation Therapy
  - Office Visit
  - Drugs
  - Injections
  - Labs
  - MRI
  - PET Scan
  - Surgery
- 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
  - Emergency Accident Care
  - Emergency Room Accident Services
  - Emergency Medical Care
  - Emergency Room Medical Services
  - Emergency Room Services
- Extended Care Facility
  - Coordinated Home Care
  - Skilled Nursing or Extended Care Facility
  - Hospice
- Family Planning
- Ground Ambulance
- Hearing
  - Hearing Aide
  - Routine Hearing Test
  - Hearing Test
  - Routine Hearing
- Home Infusion Therapy
  - DME
  - Drugs
  - Home Infusion Therapy
  - Medical Supplies
  - Nursing
- Hospice
  - Bereavement Counseling
  - Hospice
- Hospital
  - Daily Room and Board
  - Hospital Visit
- Hydrotherapy
- Infertility
- 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
  - Office Visit
  - 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
  - Administration of Injection
  - Hospital Visit
  - MRI
  - CAT Scan
- Office Visit
- Organ Transplants
- Orthotics
- Pap Smear
  - Medical Pap Smear
  - Routine Pap Smear
- Pathology
- Pet Scan
- Physical Exam
  - Physical Exam
  - Well Child
- Physical Therapy
  - Physical Therapy
  - Office Visit
- Podiatry
- Preventive Care
  - Routine Immunizations
  - Routine Office, Well Visit, Physical Exam
  - Routine Diagnostic
  - Routine Lab
  - Routine Electrocardiogram
  - Routine X-Ray
  - Routine Mammogram
  - Routine Pap Smear
  - Routine Well Woman Exam
  - Gardasil
  - Routine Colonoscopy Screening
  - Routine Colorectal Cancer Screening X-Ray
  - Routine Prostate Test
  - Well Child
- Private Duty Nursing
- Prosthetics
- PSA
  - Medical Prostate Test
  - Routine Prostate Test
- Respiratory Therapy
- Second Opinion
- Self-Injectables
- Sleep Study
- Smoking
- Speech Therapy
- Sterilization
  - Elective Sterilization
  - Medically Necessary Sterilization
- Stress Test
- Surgery
- TMJ
- Ultrasound (Non-pregnancy related)
- Urgent Care
  - Emergency Accident Care
  - Emergency Room Accident Services
- Vision (Routine)
  - Routine Vision Exam
  - Frames
  - Bifocal Lens
  - Contact Lens
  - Lenticular Lens
  - Single Vision Lens
  - Trifocal Lens
- Wigs
- X-Ray