BlueCross BlueShield
of Montana

855-313-8914

Check Status
Preauthorization IVR Caller Guide

Hours of Availability: Monday – Friday 5:00 a.m. – 10:30 p.m. (MT); Saturday 5:00 a.m. – 5:00 p.m. (MT); 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 Blue Cross Medicare Advantage members.

1) Getting Started

Welcome to Blue Cross Blue Shield of Montana.

Para asistencia en español, oprima siete.

For information in English, please stay on the line for assistance.

If you're a Healthcare provider, please press "1". Otherwise, please stay on the line.

Interruption Permitted

Healthcare provider	**Press 1**
No	Press 2

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

To arrange for a Peer call back, Press "1". To initiate an Expedited appeal, Press "2". For Benefits, eligibility or claim inquiry, Press "3". For Mental health or chemical dependency, Press "4". For Outpatient services, Press "5". For Precertification of Inpatient services, Press 6. For the Special Beginnings Program for expectant mothers, Press "7".

Interruption Permitted

Peer call back	Press 1
Expedited appeal	Press 2
Benefits, eligibility, claims	Press 3
Mental health or chemical dependency	Press 4
Outpatient precertification	Press 5
Inpatient precertification	Press 6
Special Beginning Program	Press 7

2) Preauthorization

Certification does not guarantee that the care and services the subscriber receives are eligible at the time of admission or procedure. It only assures that the proposed treatment meets the plans' guidelines for medical necessity. If you anticipate that the patient's length of stay will exceed the certified days or need for continued services, please call us back.

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If the patient is a Federal Employee or Dependent, press "1". All other callers, press "2".

Interruption Permitted

Federal patient	Press 1
All others	**Press 2**

Preauthorization is required for certain services. A preauthorization determines medical necessity and the appropriateness of treatment.

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.

Which can I help you with? "Eligibility & benefits", "Claims", "Preauthorization", or "Joining the network"?

Interruption Permitted

Eligibility and benefits	Press 1
Claims	Press 2
Preauthorization	**Press 3**
Joining the network	Press 4

Note: Use the Availity® Essentials Authorizations tool to submit your requests online.

Okay, preauthorization. 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 4 for assistance with keying alpha characters.

Is this for Medical, Behavioral health or Chemical dependency services?

Interruption Permitted

Medical	**Press 1**
Behavioral health	Press 2
Chemical dependency	Press 3

Do you need to Request authorization or Check the status?

Interruption Permitted

Request authorization	Press 1
Check status	**Press 2**

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Okay. "Inpatient", "Outpatient" or "Home"?

Interruption Permitted

Inpatient	Press 1
Outpatient	Press 2
Home	Press 3

What's the Request ID? For help finding it, say "More information."

Situational:

The request ID is a 10-digit ID and is required to continue. If the request provided is not recognized, you will be prompted to use Availity's Authorization tool to locate the request ID or try again with a different request ID.

Interruption Permitted

**Voice option must be used here.
Touch tone is not an available option.**

Note: Request ID's start with five digits and are followed by a combination of five letters or numbers.

That's 11001AAA99. Is that correct?

Interruption Permitted

Yes	Press 1
No	Press 2

Status Examples

Inpatient Response Example:

Here's the most recent status for this request. This inpatient request has been approved for xx number of days. The start date is mm/dd and the end date is mm/dd.

Outpatient Response Example:

Here's the most recent status for this request. The request has been approved as follows: procedure code 99999 approved for xx units. The start date is mm/dd and the end date is mm/dd.

To hear that again, say "Repeat that." If you're finished, just hang up. To continue using this system, say "Check another status" or "Request authorization." To transfer to our Managed Care Unit, say "Managed care."

Interruption Permitted

Repeat that	Press 1
Check another status	Press 2
Request authorization	Press 3
Managed care	Press 4

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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
D	=	*31
E	=	*32
F	=	*33
G	=	*41
H	=	*42
I	=	*43
J	=	*51
K	=	*52
L	=	*53
M	=	*61
N	=	*62
O	=	*63
P	=	*71
Q	=	*72
R	=	*73
S	=	*74
T	=	*81
U	=	*82
V	=	*83
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.*

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

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