



Behavioral Health Inpatient 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
 No

Press 1
 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
All others

Press 1
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
Claims
Preauthorization
Joining the network

Press 1
Press 2
Press 3
Press 4

Note: Use the [Avality® 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.



That's 123456789. Is that correct?

Interruption Permitted

Yes
No

Press 1
Press 2



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

Interruption Permitted

Medical
Behavioral health
Chemical dependency

Press 1
Press 2
Press 3

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Do you need to Request authorization
or Check the status?

Interruption Permitted

Request authorization

Check status

Press 1

Press 2



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

Interruption Permitted

Inpatient

Outpatient

Home

Press 1

Press 2

Press 3



And do you want to create a "New
request" or "Extend an existing
request"?

Interruption Permitted

New request

Extend existing request

Press 1

Press 2



Please hold while I connect you. This
call may be recorded.

Interruption Permitted

**Remain on the line while you are connected
with a Behavioral Health Customer Advocate.**

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Alpha Touch-Tone Reference

Alpha touch-tone is available as an alternative to voicing a lpha-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.

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.

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.

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