BlueCross BlueShield of Oklahoma

800-672-2378

Referral Request
IVR Caller Guide

September 2024

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

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• *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 Medicare Advantage members.

1) Getting Started

Welcome to the Blue Cross and Blue Shield of Oklahoma Medical Services Department. If you know your party's extension, say "Extension." Otherwise, please continue to hold.

Interruption Permitted

To continue your preauthorization request, please continue to hold.

If you're calling as a member, say "member." If you're calling as a Healthcare professional, say "healthcare professional."

Interruption Permitted

Member	Press 1
Healthcare Professional	**Press 2**

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

Is your patient a member of the Federal Employee Program?

Interruption Permitted

Yes	Press 1
No	**Press 2**

2) Authorization and Referral Management

Preauthorization is required for certain services. A preauthorization determines medical necessity and the appropriateness of treatment. A predetermination may be used to obtain a benefit assessment but is not required. Predeterminations must be submitted in writing. A submission form is located on our website.

Interruption Permitted

To continue your preauthorization request, please continue to hold.

Note: To submit your request online refer to BlueApprovR^SM or Availity® Essentials Attachments: Recommended Clinical Review Requests pages.

If faxing supporting medical documentation for a previously submitted request, please include the request number.

Please say behavioral health, peer to peer or other.

Interruption Permitted

Behavioral Health	Press 1
Peer to Peer	Press 2
Other	**Press 3**

- *Utilize your keypad when possible*   •   *Avoid using cell phones*   •   *Minimize background noise*   •   *Mute your phone when you are not speaking*

Okay. What's your 10-digit billing National Provider ID?

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 who is providing services.*

Which can I help you with, eligibility and benefits, claims, authorization and referral management or other services?

Interruption Permitted

▶

Eligibility and Benefits	Press 1
Claims	Press 2
Authorization and Referral Management	**Press 3**
Other Services	Press 4

Okay. Authorization and referral management. 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 5 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 check procedure code requirements, request authorization and referral, or check the status?

Interruption Permitted

▶

Check Procedure Code Requirements	Press 1
Request Authorization and Referral	**Press 2**
Check the status	Press 3

Okay. Inpatient, outpatient, home or referral?

Interruption Permitted

▶

Inpatient	Press 1
Outpatient	Press 2
Home	Press 3
Referral	**Press 4**

> *Note: Referral requests may be submitted online using Availity Essentials Authorizations & Referrals.*

• *Utilize your keypad when possible*   • *Avoid using cell phones*   • *Minimize background noise*   • *Mute your phone when you are not speaking*

And do you want to create a new request or extend an existing request?

Interruption Permitted

New Request   **Press 1**
Extend existing request   Press 2

Please tell me, what's the patient's date of birth?

Interruption Permitted

The date of birth format is mm/dd/yyyy.

You can press pound to skip these instructions. To process this request, I'll need some information including the NPIs for the attending provider as well as for the facility. I'll also need the diagnosis code and any applicable procedure codes. If you're ready to continue, say "I'm ready." You can also say "I need more time" or to hear this again, say "repeat that."

Interruption Permitted

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

Note: Press the pound key (#) to skip these instructions.

Now, say or enter the NPI of the referring provider or say, "it's the same as my NPI."

Situational:

If the system does not recognize the NPI, you will be prompted to provide additional identifiers (i.e., address, zip code, etc.).

Interruption Permitted

Touch tone and voice are both available options.

Now, say or enter the NPI of the rendering provider or say, "it's the same as my NPI."

Situational:

If the system does not recognize the NPI, you will be prompted to provide additional identifiers (i.e., address, zip code, etc.).

Interruption Permitted

Touch tone and voice are both available options.

- *Utilize your keypad when possible*
- *Avoid using cell phones*
- *Minimize background noise*
- *Mute your phone when you are not speaking*

Next, tell me the referral start date. You can also say "today."

Interruption Permitted

The referral date format is mm/dd/yyyy.

And what's the referral end date?

Interruption Permitted

The referral date format is mm/dd/yyyy.

Okay. How many units?

Interruption Permitted

Say or enter the number of units.

Since this inpatient stay ends on or after October 1st, 2015, this request needs to be processed using an ICD10 diagnosis code. Please tell me the ICD10 diagnosis code or say "one moment" if you need to find it.

Interruption Permitted

Say or enter the ICD-10 diagnosis code.

Note: Diagnosis codes can be up to six digits maximum. When entering a diagnosis code using your touch tone keypad, press the star key (*) to enter the decimal point. If utilizing the voice option, say "dot."

To review the information, say, "verify information." Or to submit this request without verifying, say "submit." You can also say "cancel request."

Interruption Permitted

Verify Information	**Press 1**
Submit	Press 2
Cancel Request	Press 3

Okay. To submit this request, say "submit." If you need to cancel this request, press 2.

Interruption Permitted

Submit	**Press 1**
Cancel	Press 2

- *Utilize your keypad when possible*   - *Avoid using cell phones*   - *Minimize background noise*   - *Mute your phone when you are not speaking*

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 our [Provider Education Consultants](#).

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