

Provider IVR Quick Reference Guide

Anthem Blue Cross and Blue Shield Toll-Free Number

1-866-408-6132

SELECT LANGUAGE

- Say "English" or press **1**
- Say "Español" or press **2**
(for members only)

SELECT CALLER TYPE

Information about quality of service and medical emergency.

OPTIONS

- Say "Member" or press **1**
- Say "Provider" or press **2**
- Say "Other" or press **3**

"PROVIDER"

- Say or key provider ID number, which can be your:
 - 10-digit Billing National Provider Identifier (NPI) number.
 - 9-digit tax identification number (TIN).
- Say member alphanumeric ID number.

PROVIDER MENU

OPTIONS

Say or Press:

FaxBack **1** Eligibility **2** Coverage **3** Claims **4** Treatment Authorization **5**

FAXBACK **1**

- Voice or key the fax number.

OPTIONS:

- Say "eligibility" for eligibility and information benefits. **1**
- Say "claims" for claims information. **2**
- System will attempt to fax to provider 6 times.
- Depending on provider's fax configuration, fax should be received within minutes.

ELIGIBILITY **2**

- Member eligibility information.

COVERAGE **3**

OPTIONS:

- Eligibility **1**
- Benefits **2**

CLAIMS **4**

OPTIONS:

- Specific claim **1**
 - Hear claims **1**
 - Fax claims **2**
- Billing address **2**

HELPFUL HINTS FOR USING THE IVR

- Say "**repeat**" within the claims list to get to repeat a claim. **1**
- Say "**go back**" within the claims list to get to review the previous claim. **2**
- Say "**next**" within the claims list to get to review the next claim. **3**
- Say "**quit**" within the claims list to quit. **4**
- Say "**main menu**" to return to the Provider Menu.