

Provider Caller Guide

IVR Hours of Availability: Monday – Sunday (Any Time)

Provider Customer Service Hours of Availability: Monday – Friday 7:30 AM – 5:00 PM (CT)

Required Info: ~ NPI (10 digits) ~ Member ID (9 digits – no alpha prefix) ~ Tax ID (9 digits) ~ Date Format (XX-XX-XXXX) – Date of Service, Admission, Birth (DOB must match Member ID)

Thank you for calling Blue Cross and Blue Shield of Nebraska.

All information provided is based upon current data as found in our files. Please note to obtain coverage and claims information you will need a valid NPI, Member ID, Patient's date of birth, and a tax id for claims.

- ❖ To verify medical coverage, Press 1
- ❖ For medical claims, including the status of reconsiderations or appeals received after July 1st, 2018, Press 2
- ❖ For dental coverage, Press 3
- ❖ For dental claims including the status of a reconsideration or appeals received after July 1st, 2018, Press 4
- ❖ For preauthorization status, Press 5
- ❖ For a member of the Federal Employee Program, Press 6

❖ To Verify Medical Coverage: (Req: NPI, Member ID, DOB)

- This option tells you whether or not the member number you entered has current Medical coverage, and if so what the effective date of the coverage is. It then provides the name of the member's coverage and allows you to hear in-network benefits and/or out-of-network benefits.

- ❖ To repeat this information, Press 1
- ❖ For information on another member covered by this policy, Press 2
- ❖ For information on a different identification number, Press 3
- ❖ For an in-Patient pre-admission certification, Press 4,
- ❖ For a Pre-authorization of Home Health nursing visits, inpatient rehabilitation or a skilled nursing facility stay, Press 5,
- ❖ For a preauthorization on a radiology procedure, Press 6,
- ❖ For a preauthorization on any other type of procedure, Press 7,
- ❖ To return to the main menu, Press 8
- ❖ To speak to Provider Services Representative, Press 0

- ❖ **For Medical Claims, including the status of reconsiderations or appeals received after July 1, 2018:** (Req: NPI, Tax ID, Member ID, Date of Service)

Claim information can be obtained using our automated voice system, online through NaviNet, submitting an email inquiry at www.DOT.nebraskablue.com forward slash Providers and by clicking on Eligibility and Claims, then Check Claim Status or from a Customer Service Representative.

- You will hear if a claim has been found, if it has been paid, or is in review, available claim processing details as well as if a reconsideration or an appeals is on file.

If a claim is found:

- ❖ To repeat this information, Press 1
- ❖ For a different date of service with the same identification number, Press 2
- ❖ For a different claim with a different identification number, Press 4
- ❖ For a different claim with a different provider, Press 5
- ❖ To return to the main menu, Press 8
- ❖ To speak to a Customer Service Representative, Press 0

If no claim is found:

- ❖ To enter a new NPI and Tax ID, Press 1
- ❖ To enter a new Admission Date, Press 2
- ❖ To enter a new member identification number, Press 3
- ❖ To speak to a Customer Service Representative, Press 0

If recon was received, approved, or in-progress:

- ❖ To repeat this information, Press 1
- ❖ To hear the details of the original processing of this claim, Press 2
- ❖ To perform additional inquiries, Press 3
- ❖ To speak to a Customer Service Representative, Press 0

If recon was returned:

- ❖ To repeat this information, Press 1
- ❖ To request a duplicate copy of this letter, Press 2
- ❖ To hear the details of the original processing of this claim, Press 3
- ❖ To perform additional inquiries, Press 4
- ❖ To speak to a Customer Service Representative, Press 0

If appeal was received or in-progress:

- ❖ To repeat this information, Press 1
- ❖ To hear the details of the original processing of this claim, Press 2
- ❖ To perform additional inquiries, Press 3
- ❖ To speak to a Customer Service Representative, Press 0

If appeal requires additional information:

- ❖ To repeat this information, Press 1
- ❖ To request a duplicate copy of this letter, Press 2
- ❖ To hear the details of the original processing of this claim, Press 3
- ❖ To perform additional inquiries, Press 4
- ❖ To speak to a Customer Service Representative, Press 0

If appeal was approved or denied:

- ❖ To repeat this information, Press 1
- ❖ To request a duplicate copy of this letter, Press 2
- ❖ To hear the details of the original processing of this claim, Press 3
- ❖ To perform additional inquiries, Press 4
- ❖ To speak to a Customer Service Representative, Press 0

❖ **For Dental Coverage:** (Req: NPI, Member ID, DOB)

- This option tells you if the member number you entered has current Dental coverage, and if so what the effective date of the coverage is. It also provides a member's effective coverage terminated date.

- ❖ To repeat this information, Press 1
- ❖ For information on another member covered by this policy, Press 2
- ❖ For information on a different identification number, Press 3
- ❖ To return to the main menu, Press 8
- ❖ To speak to a Provider Service Representative, Press 0

❖ **For Dental Claims:** (Req: NPI, Tax ID, Member ID, Date of Services)

Claim information can be obtained using our automated voice system, online through NaviNet, submitting an email inquiry at www.DOT.nebraskablue.com forward slash Providers and by clicking on Eligibility and Claims, then Check Claim Status or from a Customer Service Representative.

- You will hear if a claim has been found, if it has been paid, or is in review as well as available claim processing details.

If a claim is found:

- ❖ To repeat this information, Press 1
- ❖ For a different date of service with the same identification number, Press 2
- ❖ For a different claim with a different identification number, Press 4
- ❖ For a different claim with a different provider, Press 5
- ❖ To return to the main menu, Press 8
- ❖ To speak to a Customer Service Representative Press 0

If no claim is found:

- ❖ To enter a new NPI and Tax ID, Press 1
- ❖ To enter a new Admission Date, Press 2
- ❖ To enter a new member identification number, Press 3
- ❖ To speak to a Customer Service Representative, Press 0

If recon was received, approved, or in-progress:

- ❖ To repeat this information, Press 1
- ❖ To hear the details of the original processing of this claim, Press 2
- ❖ To perform additional inquiries, Press 3
- ❖ To speak to a Customer Service Representative, Press 0

If recon was returned:

- ❖ To repeat this information, Press 1
- ❖ To request a duplicate copy of this letter, Press 2
- ❖ To hear the details of the original processing of this claim, Press 3
- ❖ To perform additional inquiries, Press 4
- ❖ To speak to a Customer Service Representative, Press 0

If appeal was received or in-progress:

- ❖ To repeat this information, Press 1
- ❖ To hear the details of the original processing of this claim, Press 2
- ❖ To perform additional inquiries, Press 3
- ❖ To speak to a Customer Service Representative, Press 0

If appeal requires additional information:

- ❖ To repeat this information, Press 1
- ❖ To request a duplicate copy of this letter, Press 2
- ❖ To hear the details of the original processing of this claim, Press 3
- ❖ To perform additional inquiries, Press 4
- ❖ To speak to a Customer Service Representative, Press 0

If appeal was approved or denied:

- ❖ To repeat this information, Press 1
- ❖ To request a duplicate copy of this letter, Press 2
- ❖ To hear the details of the original processing of this claim, Press 3
- ❖ To perform additional inquiries, Press 4

❖ **For Preauthorization Status:** *(Req: NPI, Member ID, DOB)*

To verify if a service requires pre-authorization, or to check the status of a submitted preauthorization or inpatient stay, please refer to Navinet if you are a Nebraska Provider. If you are a provider outside the state of Nebraska, please refer to medicalpolicy.nebraskablue.com/clearcoverage.

- ❖ For any other questions regarding authorization of a service or inpatient stay, press 1 to speak to a Provider Services Representative.

❖ **For a Member of the Federal Employee Program**

- ❖ If you are an FEP Member, Press 1.
- ❖ If you are a Provider, Press 2.