

Provider Bulletin
June 8, 2009

Our Interactive Voice Response (IVR) Now Accepts Either Your NPI or Federal TIN

This provider bulletin is an update to BlueChoice HealthPlan's Provider Operations Manual (Manual). This information is effective immediately and will be reflected in the Member Eligibility chapter in the next Manual update.

BlueChoice HealthPlan's interactive voice response (IVR) system has been enhanced to make accessing member information, including eligibility and claim status, even easier for you. When you are asked to enter your provider identification, you can now use either your **Billing** National Provider Identifier (NPI) number or your Federal Tax Identification Number (TIN).

To access our IVR system, call our Customer Care Center (CCC) number, **1-866-757-8286**, at any time. When prompted, press **1** or say "English" to continue in English. Next, press **2** or say "provider" to access our provider menu. When prompted to enter your provider identification number enter on your telephone keypad or say your 10-digit Billing NPI number or your 9-digit federal tax ID number to continue.

You will then be asked to say the member's BlueChoice HealthPlan ID number, which may include numbers and alpha characters. You can find the member's ID number on his/her BlueChoice HealthPlan ID card. You will be asked to select one of the following five options from the main menu:

1. Fax Back information
2. Eligibility information
3. Coverage information
4. Claims information
5. Treatment authorization

For information on using our IVR system, refer to our IVR desktop reference document. You can get a copy online by following the steps below:

- Go to **www.BlueChoiceSCMedicaid.com**.
- Click the **Provider** area.
- Click **Resources**.
- Click **Provider IVR Reference Guide**.

If you do not have Internet access, you can call our CCC at the number above and we'll be glad to send you a copy.

Should the system not accept your Billing NPI or TIN, the system will route your call to a Customer Care Center representative who will help you with your query. For purposes of assisting you, we may ask you for your TIN.