

Claims IVR Caller Guide

Hours of Availability: Monday – Friday 5:00 a.m. to 10:30 p.m. (MT); Saturday 5:00 a.m. to 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 (HMO)SM and Blue Cross Medicare Advantage (PPO)SM.

1) Getting Started



Welcome to the Blue Cross Blue Shield of New Mexico Provider Services Line. To direct your call, please say “medical”, “pharmacy”, “dental” or “behavioral health.”

Interruption Permitted

Medical
Pharmacy
Dental
Behavioral Health

Press 1
Press 2
Press 3
Press 4

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



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.

2) Claims



Which can I help you with? “Eligibility & benefits”, “claims” or “preauthorization”?

Interruption Permitted

Eligibility & Benefits
Claims
Preauthorization

Press 1
Press 2
Press 3

Note: At a later point you will have the option to return here (Main Menu).



Which are you calling for? To have a claim adjusted, say “adjust a claim” or for claims mailing address say, “claims mailing address.”

Interruption Permitted

Adjust a Claim
Claims Mailing Address

Press 1
Press 2

Note: For the adjust a claim option, drop the preceding zeroes and say or enter the remaining 13 characters.



You can usually find the claim number on the provider claims summary. Please tell me your claim number, one digit at a time, including the letter at the end. For more help finding the number or using your keypad to enter letters, say “more information.”

Interruption Permitted

Say or enter only the claim number including the alpha character at the end.

Note: Alpha and numeric characters may be entered by touch tone keypad. The Alpha Touch Tone reference guide is available on [page two](#) for assistance keying alpha characters.

- 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
<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.