



BCBSOK Medical Management
800-672-2378

IVR Hours of Availability: Monday – Friday 6:00 a.m. – 11:30 p.m. (CT), Saturday 6:00 a.m. – 3:30 p.m. (CT), Sunday – Closed

The table below provides the Blue Cross and Blue Shield of Oklahoma (BCBSOK) automated call flow for extending an inpatient or outpatient preauthorization request. The left column includes what callers will hear the system say. The right column outlines the options callers may use to respond, along with any special instructions, tips and reminders.

- Helpful Hints: Utilize your key pad when possible. Please do not utilize cell phones. Minimize background noise. Mute your phone when not speaking.

Table with 2 columns: System Prompt and Touch Tone / Voice Options. It details the call flow for extending a preauthorization request, including prompts for callers and the corresponding touch tone or voice options.

System Prompt:	Touch Tone / Voice Options:
<p>Certification does not guarantee that the care and services the subscriber receives are eligible at time of admission or procedure. It only assures the proposed treatment meets the plan guidelines for medical necessity. If you anticipate that the patient's length of stay will exceed the certified days or need for continued services, please call us back.</p> <p>Is your patient a member or dependent of the Federal Employee Program?</p>	<ol style="list-style-type: none"> 1. Federal employee or dependent 2. Non-federal employee or dependent
<p>Provider Services Line. Okay, what is your 10-digit rendering National Provider ID?</p> <p><i>Situational: If the system does not recognize the NPI, you will be prompted for a Tax ID.</i></p>	<p>You can use your touch tone key pad to enter numeric information.</p> <p>Note: Professional providers should use the rendering NPI of the individual actually providing services.</p>
<p>And you're calling for outpatient preauthorization, is that correct?</p>	<ol style="list-style-type: none"> 1. Yes 2. No <p>Note: The system will only ask this question if you chose the "Outpatient" option.</p>
<p>Okay, preauthorization. Excluding the three letter alpha prefix, what's the subscriber ID?</p> <p><i>Situational: If multiple policies are found for your patient, you will also be asked to provide their group number.</i></p>	<p>Touch tone and voice are both available options</p> <p>Note: ID numbers contain alpha characters can be entered by touch tone keypad (e.g. for letter "R" press *73).</p>
<p>Do you need to request authorization or check the status?</p>	<ol style="list-style-type: none"> 1. Request authorization 2. Check the status
<p>Okay, inpatient, home or referral?</p>	<ol style="list-style-type: none"> 1. Inpatient 2. Home 3. Referral <p>Note: The system will only ask this question if you chose the "Inpatient" option.</p>
<p>And do you want to create a new request or extend an existing request?</p>	<ol style="list-style-type: none"> 1. New request 2. Extend existing request
<p>What's the Request ID? For help finding it, say "More information."</p> <p><i>Situational: If a preauthorization request cannot be matched to the Request ID, additional patient identifiers will be requested.</i></p>	<p>Tip: Request IDs start with five digits and are followed by a combination of five letters or numbers (e.g., 11001AAA99).</p> <p>Note: Touch tone is not an option here.</p>
<p>That's 11001AAA99. Is that correct?</p>	<ol style="list-style-type: none"> 1. Yes 2. No

System Prompt:	Touch Tone / Voice Options:
Okay. There are xx procedure codes in this request. To extend this service, say "Extend this service" or "Next service."	<ol style="list-style-type: none"> 1. Extend service 2. Next service
How many additional days /units are you requesting?	You can use your touch tone key pad to enter numeric information.
Okay. And what's the new end date?	The end date format is <i>mm/dd/yyyy</i> .
To review the information, say "Verify information." Or to submit this request without verifying, say "Submit." You can also say "cancel request."	<ol style="list-style-type: none"> 1. Verify information 2. Submit 3. Cancel this request
<p>Sure. You want to extend this authorization for...</p> <p>Example: ...John Smith for the following procedure codes. For 99999, 12 additional units. The new end date is May 1st, 2012.</p> <p>Is this all correct? Say "Yes," "No," or "Repeat that."</p>	<ol style="list-style-type: none"> 1. Yes 2. No 3. Repeat that
Okay. To submit this request, say "Submit." If you need to cancel this request, press 2.	<ol style="list-style-type: none"> 1. Submit 2. Cancel
This extension has been approved. Say "Repeat that" or "Continue."	<ol style="list-style-type: none"> 1. Repeat that 2. Continue
If you're finished, go ahead and hang up. Or to continue using this system, say "Request another authorization" or "Check a request status." To transfer to our Managed Care Unit, say "Managed care."	<ol style="list-style-type: none"> 1. Request another authorization 2. Check status 3. Managed Care