



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 inpatient preauthorization requests. 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. Minimize background noise. Please do not utilize cell phones. Mute your phone when not speaking.

Table with 2 columns: System Prompt and Touch Tone / Voice Options. It details the IVR call flow steps, including welcome messages, identification prompts, service selection options (1-5), and certification information.

System Prompt:	Touch Tone / Voice Options:
<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>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 status
<p>Okay, inpatient, home or referral?</p>	<ol style="list-style-type: none"> 1. Inpatient 2. Home 3. Referral
<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>Please tell me, what's the patient's date of birth?</p>	<p>The date of birth format is mm/dd/yyyy.</p>
<p>You can press pound to skip these instructions. To process this request, I'll need some information including the NPIs for the attending provider as well as for the facility. I'll also need the diagnosis code and any applicable procedure codes. If you're ready to continue, say "I'm ready." You can also say "I need more time" or to hear this again, say "repeat that."</p>	<p>Note: Voice option must be used here. Touch tone is not an available option.</p> <p><i>Tip:</i> Press the pound key (#) to skip these instructions.</p>
<p>Next, say or enter the NPI of the attending provider during this stay or say "it's the same as my NPI."</p> <p><i>Situational: If the system does not recognize the NPI, you will be prompted to provide additional identifiers (i.e., address, zip code, etc.).</i></p>	<p>Touch tone and voice are both available options.</p>
<p>Are you the facility?</p> <p><i>Situational: If the system does not recognize the NPI, you will be prompted to provide additional identifiers (i.e., address, zip code, etc.).</i></p>	<ol style="list-style-type: none"> 1. Yes 2. No

System Prompt:	Touch Tone / Voice Options:
Next, say one of the following treatment types; “surgical,” “maternity,” “hospice,” “neo-natal,” “rehab” “transplant,” or for anything else, say “medical.”	<ol style="list-style-type: none"> 1. Surgical 2. Maternity 3. Hospice 4. Neo-natal 5. Rehab 6. Transplant 7. Medical* <p><i>*Medical applies to anything that does not fall in the preceding inpatient categories.</i></p>
What’s the treatment setting? Acute, L-tac, rehab, skilled nursing facility or sub-acute?	<ol style="list-style-type: none"> 1. Acute 2. L-tac 3. Rehab 4. Skilled nursing facility 5. Sub-acute
And is this an elective or emergency admission?	<ol style="list-style-type: none"> 1. Elective 2. Emergency service
Tell me the admission date for this inpatient request. For example, “December tenth, twenty twelve.” You can also say “today.”	<p>You can use your touch tone key pad to enter numeric information.</p> <p>The admission date format is mm/dd/yyyy.</p>
Next say or enter the diagnosis code.	<p>Tip: Diagnosis codes can be up to six digits maximum. When entering a diagnosis code using your touch tone key pad, press the star key (*) to enter the decimal point. If utilizing the voice option, say “dot.”</p> <p>Note: If the diagnosis code contains alpha characters, touch tone cannot be utilized. Voice option is required.</p>
How many days are you requesting?	<p>Speak the number of days you are requesting for your inpatient service. You can also enter this information by using your touch tone key pad.</p>
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 request
<p>Sure. To confirm, this request is for...</p> <p>Example:... John Smith. The facility is Smith Hospital. The attending provider is Jane Doe. For diagnosis code 123.45 the treatment type is Therapy, the treatment setting is an inpatient, and this is an elective treatment. The service code is 99999. For CPT 99999, 2 days are requested starting 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