



Provider Self-service Quick Reference Guide



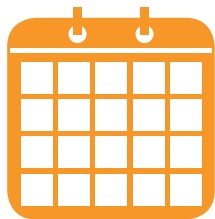
Provider self-service is the way to go!

Save time by using our self-service tools to get information on member eligibility or claim status.

iLinkBlue (www.BCBSLA.com/ilinkblue) – With our secure online tool, you can look up items related to member eligibility, claim status and more.

Integrated Voice Recognition (IVR) 1-800-922-8866 – Our automated keypad or voice response telephone system is designed to help you quickly complete functions related to member eligibility, claim status and more.

HIPAA Transactions – You can use this electronic-based tool to submit inbound and outbound transactions for member eligibility and claim status.



On March 1, 2018, providers will be required to use our self-service tools for the following services. These services will no longer be initially handled through our Customer Care Center.

- member eligibility
- professional allowable charge searches
- claim status inquiries
- medical policy searches

Provider Self-service FAQs

? How do I sign up for iLinkBlue?

Your organization must complete and return the iLinkBlue agreement packet, which includes the following documents:

- iLinkBlue Service Agreement
- Business Associate Addendum to the iLinkBlue Service Agreement
- EFT Enrollment Form
- Guide to Completing EFT Enrollment form
- Administrative Representative Registration Packet

This packet is available online at www.BCBSLA.com/providers > Electronic Services > iLinkBlue.

? What if I have used the self-service tools and I need more information?

If you used the self-service tools and have additional questions, then you may call our Customer Care Center. You will be asked for additional information to verify that you have attempted to use the self-service tools.

? What additional information is required when calling the Customer Care Center?

For member eligibility, you must provide the member's effective or termination date.

For paid/rejected claims, you must provide the amount paid or ineligible amount, code and claim number.

For pending claims, you must provide the claim number and pending reason.

? What are HIPAA transactions?

HIPAA transactions are electronic transmissions that allow you to submit a request and thereafter receive a response with the information requested. Companion guides are available online at www.BCBSLA.com/providers > Electronic Services > Companion Guides.

–See reverse for reference chart–

Provider Self-service Quick Reference Chart

iLinkBlue

www.BCBSLA.com/ilinkblue

- **Member Eligibility**
- Click on “**Coverage**”
- Click on “**Coverage Information**” under the BCBSLA Members sub-menu
- Enter member BCBSLA or FEP ID number, or Social Security Number to access the Coverage Information screen
- Click “**Summary**” to view member Medical Benefits summary

- **Claim Status**

- Click on “**Claims**”
- Click on “**Claims Status Search**” under the Claims Research Menu
- Fill out the appropriate fields then click “**Search**” to view claim status information

- **Medical Policy**

- Click on “**Authorizations**”
- Click on the “**Medical Policies Guidelines**” link under the Authorizations-BCBSLA member sub-menu
- Enter the keyword, policy number or code you want to search; Click the “**Search**” button
- A list of medical policies will show
- Click on the medical policy you want to view

- **Professional Allowable Charges**
- Click on “**Payments**”
- Click on the “**Professional Allowable Search**” link under the Allowables sub-menu
- Enter the date of service, appropriate network, code or code range
- Click the “**Search**” button

- **More Information**

- Additional information is available in our iLinkBlue newsletter at: www.BCBSLA.com/providers > Newsletters

HIPAA Transactions

- **Member Eligibility**
- **HIPAA transactions 270 and 271** are inbound and outbound transactions that show member eligibility
- **Claim Status**
- **HIPAA transactions 276 and 277** are inbound and outbound transactions that show claim status
- **More Information**
- Detailed companion guides are available online at: www.BCBSLA.com/providers > Electronic Services > Companion Guides

Interactive Voice Recognition (IVR)

1-800-922-8866

- **Member Eligibility**

- Press “**1**” to select **Medical**
- Press “**1**” to select **Benefits**
- Say or enter the numeric portion of the member ID as it appears on the member ID card
- Enter the member date of birth to hear benefits for which the member is eligible
- Press “**2**” for more information including the effective date

- **Claim Status**

- Press “**1**” to select **Medical**
- Press “**2**” to select **Claims**
- Say or enter the numeric portion of the member ID as it appears on the member ID card
- Enter the member date of birth
- Press “**1**” to hear the claim status
- Enter the date of service in the MMDDYYYY format to hear the status of a claim(s) for that date

- **More Information**

- The **Automated Benefits & Claim Status (IVR Navigation Guide) Tidbit** is available online at: www.BCBSLA.com/providers > Resources