

Interactive Voice Response

Some of our Provider Customer Service phone lines include an interactive voice response (IVR) service option. This technology enables a computer to accept voice commands or touch-tone inputs and respond to your inquiries.

IVR:

- Allows you to quickly and easily receive:
 - Medical eligibility
 - Medical, dental and vision claims status
- Can provide information about multiple patients in a single session

By calling the applicable phone numbers listed on the back of this flyer, you can access eligibility and claims-related information 24 hours a day, 7 days a week.

You have the option to exit IVR and speak with a Customer Service specialist during regular business hours.

Note: IVR is not currently available for the following: benefits, eligibility for dental and vision; or our Regence MedAdvantage, BlueCard® or Federal Employee Program (FEP) phone lines.

Options

Use your telephone keypad to enter the touch-tone options or speak the voice options listed below.

Note: Information about multiple members or multiple providers can be obtained in a single session. When checking multiple members or using more than one tax identification (ID) number, the prompting options and order of options will change. Please listen carefully to the touch-tone or voice options.

Type of inquiry	Lines of business or function	Touch-tone option	Voice option	Information required
Eligibility	Medical only	1 Must be entered the first time through	"Eligibility" Can be used only after the first time through	<ul style="list-style-type: none"> Provider tax ID Member number Patient's date of birth
Benefits (You will be transferred to Customer Service. IVR is not available for this option.)	All	2	None	Various
Claim status	Medical, dental and vision	3 Must be entered the first time through	"Claims" Can be used only after the first time through	<ul style="list-style-type: none"> Provider tax ID Member number Patient's date of birth Date of service or date range of claim
Other (You will be transferred to Customer Service.)	All	4	None	Various
Main Menu	Eligibility, claims, new member, new tax ID	Follow prompts	"Main menu" or "Help"	Various

Helpful hints

- You can say "main menu" or "help" at any time after your tax ID number has been validated.
- The system will only accept your tax ID number. Please do not enter your National Provider Identifier (NPI).
- If you know the option you want, you can key or speak it without listening to the entire prompt.

Phone numbers

Administrative Service Only (ASO)	1 (866) 227-0913
HSA Healthplan 2.0 SM	1 (888) 849-0299
Medical products: Innova [®] and Engage [®]	1 (800) 253-0838
Dental products: Encore SM and Expressions SM	
Regence Bridge Medigap	1 (888) 323-5802
Regence Evolve SM Individual and Family products	1 (877) 395-4943
Uniform Medical Plan (UMP)	1 (888) 849-3682



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