Attention: Retirement of the Provider Automated System

As previously announced, Independence Blue Cross (IBC) is transitioning our claims processing activities to a new operating platform ("new platform"). As a result, we are making changes to the functionality available through the Provider Automated System. Please read this notice carefully if you currently use the Provider Automated System, as your day-to-day operations may be affected.

The retirement of the Provider Automated System is happening in a phased approach:

- **Referrals and encounters**: You can no longer submit or retrieve referrals or submit encounters using the Provider Automated System. Primary care physicians should use the NaviNet® web portal to submit encounter data and referrals to IBC.
- **All additional functionality**: Beginning in November 2013 and continuing through mid-2015, IBC will be migrating membership to the new platform in stages, generally based on when the customer/member’s contract renews. Once a member has been migrated to the new platform, you will no longer be able to use the Provider Automated System for that member. This includes all additional functionality, such as eligibility and claims status. You must use NaviNet to retrieve this information.

Visit our Business Transformation site at www.ibx.com/pnc/businesstransformation for the most up-to-date information about our transition to the new platform. A Frequently Asked Questions document and communication archive are available on this site for your reference.

Navigating the Provider Services Automated Telephone System

When you call Provider Services at 1-800-ASK-BLUE, you have the option to “speak” with our system 24 hours a day, 7 days a week, by simply saying what you need. When you want a quick response to a basic question, or you need to call after business hours, our Provider Automated System uses voice-recognition to help you in an easy-to-follow conversation.

*Note:* Many of the transactions available through Provider Services are also available electronically through the NaviNet® web portal. As of April 1, 2013, all participating providers are required to be NaviNet-enabled. If you would like to register your office location for NaviNet, visit www.navinet.net and select Sign Up from the top right. If your office is currently NaviNet-enabled but would like training on how to submit or retrieve a referral or submit an encounter, please contact our eBusiness Provider Hotline at 215-640-7410.

Connecting to the Provider Automated System

Before you call the Provider Automated System, make sure you have the following numbers ready, as you will need them to retrieve information:

- National Provider Identifier (NPI) or 10-digit corporate ID number
- tax ID number

To call the Provider Automated System, dial 1-800-ASK-BLUE and say Provider. Throughout your call, you will be guided by voice prompts that will help you to complete your desired transaction.
Independence Blue Cross offers products directly, through its subsidiaries Keystone Health Plan East and QCC Insurance Company, and with Highmark Blue Shield, independent licensees of the Blue Cross and Blue Shield Association.

First choose from one of the following menu options:

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*Note:* For behavioral health information and services, providers should call the number on the member’s ID card under mental health/substance abuse.

**Member eligibility/benefits**

Step 1: Say member eligibility.

Step 2: Say your NPI or corporate ID number.

Step 3: Say the last four digits of the tax ID number associated with the NPI or corporate ID number that you gave.

Step 4: Say a valid member ID number. (Use only the numeric portion of the ID number.)

Step 5: If there is only one member based on the information you entered, the system will confirm the name. If there are multiple members based on the information you entered, the system will ask you to choose the member you are calling about.

Step 6: To receive all member eligibility information, say all. You can also say copay for copayment information only.

Step 7: Say your fax number to receive information via fax (optional).

**Claims status**

Step 1: Say claims status.

Step 2: Say your NPI or corporate ID number.

Step 3: Say the last four digits of the tax ID number associated with the NPI or corporate ID number that you gave.

Step 4: Say a valid member ID number. (Use only the numeric portion of the ID number.)

Step 5: Say the date of service.

Step 6: If there is only one claim based on the information you entered, the system will confirm the claim. If there are multiple claims based on the information you entered, the system will ask you to choose the claim you are calling about.

Step 7: Say your fax number to receive information via fax (optional).
**Authorizations**

Through the authorizations portion of the Provider Automated System, you can retrieve:

- the status of an existing authorization;
- detailed information about your authorization.

To get the status of an existing authorization, be sure to have the NPI or 10-digit corporate ID number and the tax ID that is directly associated with the authorization you are attempting to inquiry. Only the provider associated with the authorization will be able to retrieve the status. The more detailed information you are able to provide, the better the search capability will be.

Search criteria include:

- reference number;
- authorization number (be sure to say the dash);
- date range (enter a specific month and day or just a month – the year is optional – and search for services with dates that fall within 60 days in the past and 180 days in the future).

To get detailed information about an authorization, say *hear details*. You can also say *next authorization* or *new search* to skip through authorizations.

**Connections℠ Health Management Program**

Through Connections, condition management is available 24/7/365 to eligible members for common chronic conditions such as asthma, diabetes, COPD, and hypertension. To refer a patient to an IBC Health Coach, call 1-800-ASK-BLUE, say *More Options*, and then say *Connections Program*. **Note:** You can also refer a member online by completing the Physician Referral Form at [www.ibx.com/providerforms](http://www.ibx.com/providerforms).

For more information, go to [www.ibx.com/providerconnections](http://www.ibx.com/providerconnections).

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