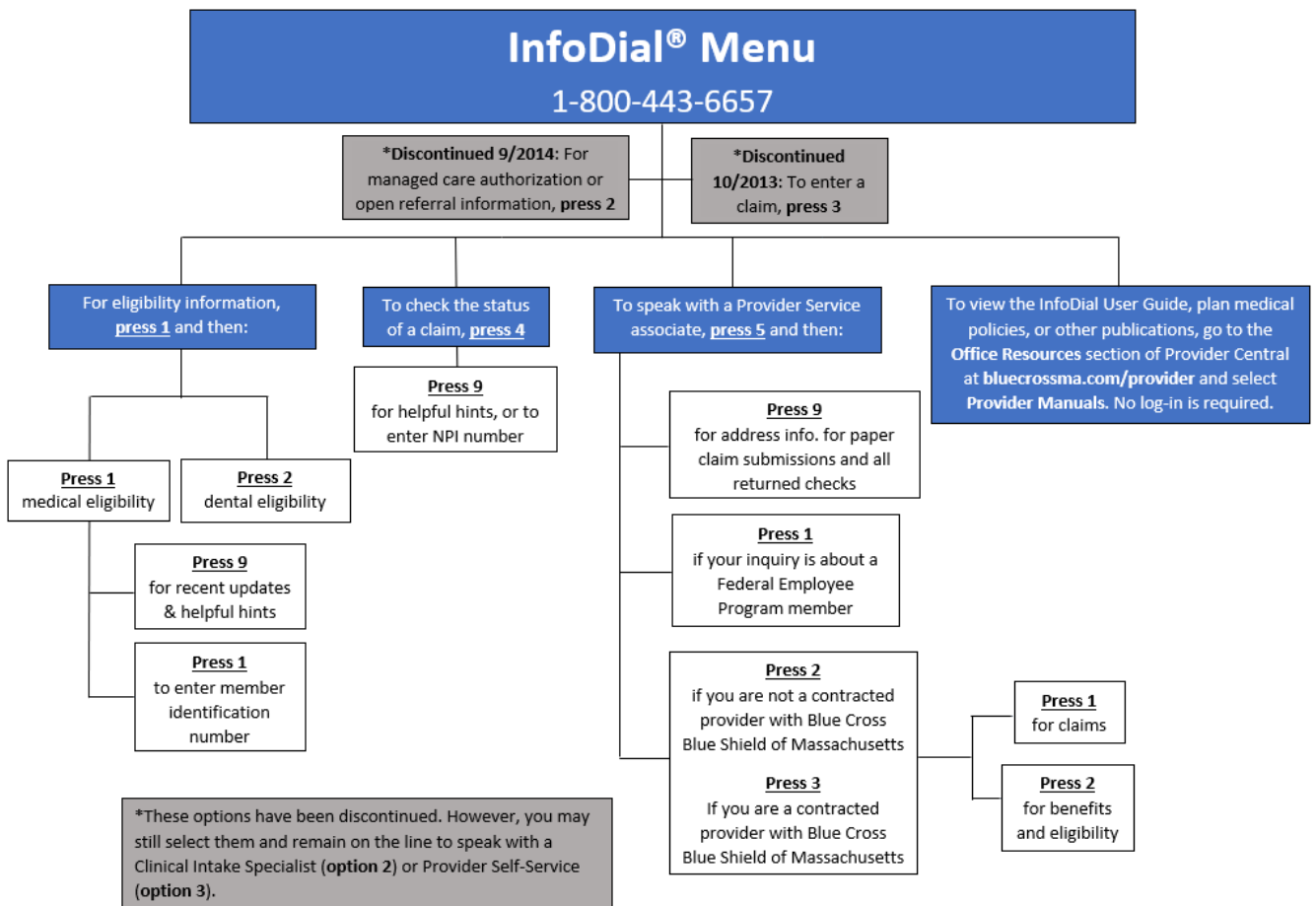




InfoDial is our automated telephone system for determining eligibility and claim status.

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INFODIAL PROMPTS

If you need help at any time within InfoDial:

- Press **0** and **#** to return to the main menu
- Press **5** and follow the steps below to speak to a Provider Service associate

When asked for:	Press:
Type of inquiry	1 if your inquiry is about a Federal Employee Program (FEP) member 2 if you are not a contracted provider with Blue Cross Blue Shield of Massachusetts 3 if you are a contracted provider with Blue Cross Blue Shield of Massachusetts
Your provider ID	Enter your National Provider Identifier (NPI)
If you are calling about claims or benefits	1 for claim inquiries 2 for benefit and eligibility inquiries
Member ID	Enter the member ID number for the member you are calling about
Your provider type (if you enter a valid NPI, you will not be asked for your provider type)	1 if you are a professional provider 2 if you are an institutional provider (hospital or health care facility) 3 if you are an ancillary provider (including mental health) 4 if you are a dental provider

DETERMINING MEDICAL ELIGIBILITY

You may determine medical eligibility for Members of HMO Blue®, Blue Care® Elect, Medex®, Blue Cross Blue Shield of Massachusetts New England Health Plans, and Federal Employee Program (FEP) members who are Massachusetts residents and enrollees of local national accounts. InfoDial eligibility is available year-round, 24 hours a day, 7 days a week. **Information obtained from InfoDial is not an authorization of payment.**

Note: We do not provide eligibility information for members enrolled in an out-of-state Blue Cross Blue Shield plan. For membership and coverage information for out-of-state members, call BlueCardSM Eligibility at **1-800-676-BLUE (2583)**.

STEP-BY-STEP INSTRUCTIONS

Important reminder: Press the # key after each entry to expedite the transaction. Press **0** and # at any time during the transaction to return to the main menu.

Step:	Action:
1	From the main menu, press 1 for eligibility.
2	Press 1 for medical eligibility.
3	Press 9 to hear recent updates and helpful hints. Or press 1 to enter the member's ID number.
4	Enter the member's 9- or 11-digit ID number. For FEP Members, enter the 9-digit ID number starting with the letter R. To enter R, press *72 (e.g., *7212345678#). Note: If the member's ID number is other than 9 or 11 digits, InfoDial cannot complete your transaction. You will be redirected to speak with a Provider Service associate.
5	Enter date of service in MMDDYY format. For example, for January 3, 2022, enter 010322 OR press the # key for today's date. Reminder: Eligibility information is based on the individual member and date of service you enter.
6	Enter the patient's date of birth in MMDDCCYY format. For example, for May 31, 1958, enter 05311958.
7	You will hear medical plan eligibility information. Note: You have additional informational options available: <ul style="list-style-type: none">• For member, subscriber, and primary care provider (PCP) names, you may choose to hear the name spelled out—press 6 for no, or press 9 for yes.• You have the option to listen to copayment information at the prompt. Press the appropriate key:

	<p>1—For medical copayments</p> <p>2—For emergency copayments</p> <p>3—For community mental health copayments</p> <p>4—For routine/preventive care copayments</p> <p>5—For pharmacy copayments</p> <p>Note: If a copayment category is not applicable to a member's coverage, you will not hear it listed as an option. You will be given the option to speak with a Provider Service associate if copayment information is not listed.</p>
8	<p>Press the appropriate key for your next option:</p> <p>1—To repeat PCP information</p> <p>2—To repeat member eligibility</p> <p>3—For dependent information under this ID number and for the date of service entered (you'll be taken back to step 6)</p> <p>4—To enter another member ID (you'll be taken back to step 4)</p> <p>5—Go back to the main menu</p>

CLAIM STATUS INQUIRIES

Claim status information is available on InfoDial within 48-72 hours if the claim was submitted electronically. Claim status inquiries are available Monday–Friday, 6:30 a.m. – 9 p.m., ET and Saturday–Sunday, 7 a.m. – 4 p.m., ET.

Note: You may use InfoDial to find the status of any claim that was submitted directly to us. If you filed your claim with another state’s Blue Cross plan, status information is not available via InfoDial. Please contact the other plan directly.

For a claim that has been:	InfoDial will report the:
Paid	Claim number, claim receipt date, dollar amount paid, dollar amount deductible applied, payment date, and check number
Denied	Claim number, claim receipt date, rejection date, and reject reason
Received but not finalized	Claim number and receipt date

How to enter letters on InfoDial

For this letter:	Enter this code:	For this letter:	Enter this code:
A	*21	N	*62
B	*22	O	*63
C	*23	P	*71
D	*31	Q	*11
E	*32	R	*72
F	*33	S	*73
G	*41	T	*81
H	*42	U	*82
I	*43	V	*83
J	*51	W	*91
K	*52	X	*92
L	*53	Y	*93
M	*61	Z	*12

STEP-BY-STEP INSTRUCTIONS

Important reminder: Press the # key after each entry to expedite the transaction. Press 0 and # at any time during the transaction to return to the main menu.

Step:	Action:
1	From the main menu, press 4 for claim status.
2	Press 9 to hear recent updates and helpful hints. Or enter the servicing provider's NPI.
3	<p>The member's ID number will be entered in two separate steps: first the alpha prefix (step 3) and then the numeric portion (step 4).</p> <ul style="list-style-type: none"> The prefix field is limited to 3 alpha characters. If the alpha prefix has greater than 3 characters, enter the first 3 at this prompt using the conversion table provided above. The remaining alpha/numeric digits should be entered when prompted for the ID number (see step 4). If the member's ID number begins with XX, MTN or MTP it is not necessary to enter the prefix. Press the # key to skip this step. If the member's ID number begins with any other prefix, the prefix should be entered using the conversion table provided above. <ul style="list-style-type: none"> Federal Employee Program member ID cards have an alpha prefix of a single letter R. At the prompt, enter *72 followed by the # key. After entering the prefix, enter # and you will be prompted to enter the remainder of the ID number (see step 4). <p>Example: For member ID #: MKK 123A45678, the prefix would be entered as *61*52*52#</p>
4	<p>Enter up to 10 characters of the member's ID number, as they appear on the member ID card following the alpha-prefix. Press the # key when done.</p> <p>Most member ID numbers contain only numeric digits, however when an ID does contain an alpha character, convert that alpha character to a number using the conversion table provided above.</p> <p>Example: For member ID #: MKK123A45678, the member ID after the prefix would be entered as 123*2145678#</p>
5	<p>Enter the total charges of the claim, including dollars and cents.</p> <p>For example, if the total charges are \$600.00, enter "60000". If the total charges are \$50.25, enter "5025".</p>
6	Enter the first date of service that was reported on your claim in MMDDCCYY format. For example, for January 15, 2022, enter 01152022 .
7	You will hear the claim's status information and the Blue Cross plan's address information.

8	<p>To check the status of multiple claims, you have two options:</p> <ul style="list-style-type: none"> • Press 0 and # to return to the main menu. • Press 4 to begin the claim status inquiry again. InfoDial will prompt you to enter your servicing provider NPI and the member’s ID number. <p>The following options will also be offered to which you can press 6 for no or 9 for yes:</p> <ul style="list-style-type: none"> • Would you like to inquire about another claim for the same member ID number for the same servicing provider? (You’ll be taken back to step 5.) • Would you like to inquire about another claim for the same servicing provider using a different member ID number? (You’ll be taken back to step 4.) • Would you like to inquire about another claim using a different servicing provider NPI? (You’ll be taken back to step 2.) <p>If you respond with a “no” to all of these questions, InfoDial will automatically return you to the main menu.</p>
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MAILING ADDRESSES FOR CLAIMS

Please use the appropriate mailing address below for paper claim submissions, returned checks, and appeals. This information is also available via InfoDial. From the main menu, select option **5**, and then press **9**.

For:	Send them to:
1500 paper claims	Blue Cross Blue Shield of MA PO Box 986020 Boston, MA 02298
UB-04 paper claims	Blue Cross Blue Shield of MA PO Box 986015 Boston, MA 02298
Returned checks	Blue Cross Blue Shield of MA Cash Receipts 25 Technology Place Hingham, MA 02043
Appeals	Blue Cross Blue Shield of MA PO Box 986065 Boston, MA 02298