

## Benefit Information Accessible in the IVR Phone System

Starting on Dec. 12, 2016, Customer Advocate assistance was removed for several common benefit categories within the Interactive Voice Response (IVR) phone system. The IVR quotes the same level of patient eligibility and benefits information as a Customer Advocate provides. Remain assured; our Advocates will continue to be available for more complex benefit quotes.

Blue Cross and Blue Shield of New Mexico (BCBSNM) is committed to providing efficient and secure access to patient information. To better assist providers with understanding the recent IVR change, a list of the benefit categories that are currently contained in the IVR is included below. This listing is continually reviewed and may vary across our different BCBSNM networks, products and/or group policies. *Also included below is a separate category containment list for Federal Employee Program (FEP) members.*

IVR Contained Benefit Categories		
Office Visit	Hospital	Preventive Care
Colonoscopy	Allergy	Ultrasound
Coordinated Home Care	Laboratory	X-ray
Extended Care Facility	Mammogram	EKG
Physical Exam	Inhalation Therapy	Consultations
Pap Smear	Private Duty Nursing	Office Services

FEP IVR Contained Benefit Categories	
Accidental Injury	Maternity
Allergy	Office Visit
Chiropractic Services	Outpatient Physical, Occupational and Speech Therapy
Diagnostic – Lab, X-ray, Outpatient Diagnostic	Vision
Inpatient Benefits – Inpatient Hospital, Inpatient Surgery	

When navigating the IVR to determine patient coverage or connecting with a Customer Advocate to request pre-determination of benefits status, it is imperative that you select the exact benefit category that will be rendered for the patient. This will ensure that you receive the most accurate benefit information associated with your request.

Checking eligibility and benefits electronically through Availity™ or your preferred Web vendor is the quickest way to access information for BCBSNM members. To learn more about online solutions, refer to the [Education and Reference Center/Provider Tools](#) section of our website at [bcbsnm.com/provider](http://bcbsnm.com/provider). For IVR navigational assistance, refer to the [Eligibility and Benefit Caller Guide](#) found on our Provider website.

Checking eligibility and/or benefit information is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility and the terms of the member's certificate of coverage applicable on the date services were rendered. If you have questions, please call the number on the member's ID card.

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