

IVR - Interactive Voice Response

Anthem Blue Cross provides a self-service automated IVR (Interactive Voice Response) telephone system to obtain real-time member information. It is available 24 hours a day, 7 days a week. Use the customer service phone number on the reverse side of the member's card. Remember to have your NPI or provider tax ID, the member ID number available when you call.

IVR Features:

- Ability to use the member ID number when locating a member.
- Benefits and eligibility disclaimer language.
- Direct main menu access for highly utilized options.
- Touchtone (telephone keypad) use.
- Conversational dialogue between caller and system.
- Ability to receive eligibility, benefits and deductible information at once for each member (without requiring a separate option for each one).
- Claim status.
- For HMO members, the effective date of the member with the PMG/IPA will be provided rather than the member's effective date with the Plan.

Exceptions:

Information about FEP or BlueCard members is not available through the IVR phone system.