Provider Services
self-service phone system
Telephone quick reference guide

For Blue Shield of California and Blue Shield of California Life & Health Insurance Company commercial providers

Here's how it works:

1. Dial our dedicated provider line 24 hours a day, 7 days a week, at: **800-541-6652**.*

2. Provide your National Provider Identification Number (NPI), and then make your choice from the main menu. If you don't know your NPI, you can also use your provider Tax Identification Number (TIN).

Main menu

Say	Or press
Eligibility	1
Benefits	2
Claims	3
Mailing address	4
Pharmacy	5
Authorizations	6
Language assistance	7
Password Reset	8
Quick Fax	*
Reference Guide (this document here)	n/a

3. Provide the member's subscriber number as listed on their ID card.

4. Provide the patient's date of birth.

Simple, easy-to-follow instructions are provided throughout the call, and you can always ask to have the information repeated.

You may always speak to the system, but if you want to use touch-tones, you may either wait for the touch-tone hint, or just press the key that corresponds to the order in which the options were given. For example, the second option will always correspond to 2 on your keypad. Of course, you can also refer to this guide to find the menu option you want. And if you already know what you want, just interrupt the system with your voice or touch-tone response; you don't have to wait for the prompt to finish. If you're ever unsure about what option you need, you can say, "**More information**" or press star (*) for an explanation of the options.

It's also easy to get information on multiple members. Once you have received the information you requested about one member, you can immediately begin asking for the same type of information about another member, without returning to the main menu. Just say, "**Another member**."

* FEP and Medicare products are handled by separate departments. The provider should always confirm the correct customer service telephone number by referring to the "Provider Customer Service" number on the back of the member's ID card.

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