



Provider self-service telephone quick reference guide

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

Save time and easily and conveniently get the information you need about your patient(s) over the phone anytime, anywhere.

Just follow these instructions:

1. Dial our dedicated provider line 24/7 at **(800) 541-6652**.*
2. Say or enter your National Provider Identification (NPI) number, then make your choice from the main menu. If you don't know your NPI, you can provide your provider tax identification number (TIN). For medication authorization inquiries, this should be the prescribing provider's number.
3. Provide the member's subscriber number from the Blue Shield member ID card. The first three letters are not required. If you do not have the member ID number, you can enter the member's Social Security number.
4. Provide the patient's date of birth. That's it! You will hear the information you requested, and you can request fax confirmation for your records.

Main menu

Say	Or press
Quick Fax	*
Eligibility	1
Benefits	2
Claims	3
Mailing address	4
Outpatient pharmacy	5
Medical authorizations	6
Language assistance	7
Password reset	8

Once you've received the information you requested about one member, you can repeat it or ask for the same or different information about another member.

Just say, **Another member**. Or press the corresponding key indicated by the system prompting. The system does not limit the number of accounts you can look up in a single call.

Note: The Quick Fax option is a great way to fast-track your request for an eligibility confirmation or duplicate Explanation of Benefits in less than 45 seconds – from start to finish.

* FEP and Medicare products are handled by separate departments. 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.