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# Blue Cross provider resource guide at a glance

Find more information in the **Blue Pages Directory** chapter of the *Blue Cross PPO Provider Manual*: Visit [bcbsm.com](http://bcbsm.com), log in to Provider Secured Services and click *Provider Manuals*. Click *Blue Cross PPO Provider Manual*. Select your provider type and click *Search*. Click *Blue Pages Directory*.

Updated April 2018

Service	Contact Information
Behavioral health	<ul style="list-style-type: none"> <li>● <b>Federal Employee Program members:</b> Call New Directions at 1-800-342-5891 to refer for care.</li> <li>● <b>MESSA members:</b> Call 1-800-336-0022 to refer for care.</li> <li>● <b>All other members:</b> Call New Directions at 1-800-762-2382 to refer for care.</li> <li>● <b>For all member benefit-related questions:</b> Refer to Provider Inquiry (below).</li> </ul>
Benefits and eligibility	<ul style="list-style-type: none"> <li>● <b>Web-DENIS:</b> Log in to Provider Secured Services at <a href="http://bcbsm.com">bcbsm.com</a>. <ul style="list-style-type: none"> <li>- For web-DENIS activation or technical assistance, call 1-877-258-3932.</li> </ul> </li> <li>● <b>Provider Inquiry:</b> Refer to Provider Inquiry (below).</li> </ul>
Blue Cross® Health & Wellness	<ul style="list-style-type: none"> <li>● <b>All users:</b> Call 1-800-775-2583.</li> <li>● <b>TTY users (only):</b> Call 711.</li> </ul>
Case management	<p>To refer a patient for case management services:</p> <ul style="list-style-type: none"> <li>● <b>Federal Employee Program members:</b> Call 1-800-325-6278.</li> <li>● <b>MESSA members:</b> Call 1-800-441-4626.</li> <li>● <b>All other members:</b> Call 1-800-845-5982.</li> </ul>
Claims	<ul style="list-style-type: none"> <li>● <b>Questions about electronic billing or enrollment:</b> Call the EDI help desk at 1-800-542-0945.</li> <li>● <b>For web-DENIS activation or technical help:</b> Call 1-877-258-3932.</li> <li>● <b>Check claim status using our automated response system:</b> Refer to Provider Inquiry (below).</li> </ul>
DME, medical supplies, and P&O	Refer to Provider Inquiry (below).
Laboratory	<ul style="list-style-type: none"> <li>● <b>Medicare Advantage PPO:</b> Call Quest Diagnostics at 1-866-697-8378 or JVHL at 1-800-445-4979.</li> <li>● <b>Capitated laboratory program:</b> Call Quest Diagnostics at 1-866-697-8378.</li> </ul>
Pharmacy Services	<ul style="list-style-type: none"> <li>● <b>Pharmacy Services Clinical Help Desk:</b> Call 1-800-437-3803.</li> <li>● <b>Walgreens Specialty Pharmacy:</b> Call 1-866-515-1355.</li> <li>● <b>Express Scripts:</b> Call 1-800-922-1557.</li> </ul>
Provider enrollment and change requests	<ul style="list-style-type: none"> <li>● <b>Access forms:</b> <a href="#">Provider Enrollment and Changes page at bcbsm.com</a></li> <li>● <b>All providers:</b> Call 1-800-822-2761 / Fax 1-866-900-0250 / CAQH Help Desk: Call 1-888-599-1771.</li> </ul>
Provider Inquiry	<p>Use Provider Inquiry to receive claims, benefits and eligibility information, 24 hours a day, seven days a week. Plus, you can speak to a representative during regular business hours. (Refer to the Blue Pages Directory chapter of the <i>Blue Cross PPO Provider Manual</i> for hours.)</p> <ul style="list-style-type: none"> <li>● <b>Physicians and other professional providers of care:</b> Call 1-800-344-8525.</li> <li>● <b>Hospital and facility providers:</b> Call 1-800-249-5103.</li> <li>● <b>Hearing and vision providers:</b> Call 1-800-482-4047.</li> <li>● <b>Dental care providers:</b> Call 1-888-826-8152.</li> <li>● <b>Federal Employee Program:</b> Call 1-800-840-4505.</li> <li>● <b>Blue Cross employees (only):</b> Call 1-877-258-0167.</li> <li>● <b>Blue Cross Medicare Advantage:</b> Non-behavioral health, call 1-866-309-1719; Behavioral health, call 1-888-803-4960 or fax 1-866-315-0442.</li> </ul>
Provider Outreach	<b>To find provider consultants:</b> Visit <a href="http://bcbsm.com/providers">bcbsm.com/providers</a> > <a href="#">Contact Us</a> (at the top)
Radiology management	<b>AIM Specialty Health:</b> Call 1-800-728-8008 or visit <a href="http://aimspecialtyhealth.com">aimspecialtyhealth.com</a>
Travel and guest member services	<b>BlueCard® for Blue Cross members from other states traveling in Michigan:</b> Check membership and eligibility at 1-800-676-2583.

REV for June 1, 2018

Service	Contact Information
<b>Behavioral health</b>	<ul style="list-style-type: none"> <li>• <b>Submit and view referral and authorization requests</b> through Provider Secured Services &gt; BCN e-referral.</li> <li>• <b>For questions about authorizations and other general inquiries:</b> Phone Behavioral Health — BCN HMO<sup>SM</sup> at 1-800-482-5982 / BCN Advantage<sup>SM</sup> at 1-800-431-1059 (Business hours 8 a.m. to 5 p.m. Mon-Fri.)</li> <li>• <b>Physician-to-physician review of determination (Physician Review Line):</b> Phone 1-877-293-2788 during business hours / 1-800-482-5982 after business hours</li> </ul>
<b>Benefits and eligibility</b>	<ul style="list-style-type: none"> <li>• <b>web-DENIS:</b> Log in to Provider Secured Services at <a href="http://bcbsm.com/providers">bcbsm.com/providers</a>. For web-DENIS activation or technical assistance: Phone 1-877-258-3932</li> <li>• <b>Provider Inquiry:</b> See the phone numbers in the "Provider Inquiry" row.</li> </ul>
<b>Chronic conditions</b>	<p><b>For chronic condition management programs, phone:</b> 1-800-775-2583</p>
<b>Claims</b>	<ul style="list-style-type: none"> <li>• <b>Submit claims electronically (EDI):</b> Phone 1-800-542-0945 for assistance</li> <li>• <b>Access claims information through web-DENIS:</b> Phone 1-877-258-3932 for activation or technical assistance</li> <li>• <b>Check claim status and additional claim details by calling Provider Inquiry:</b> See the phone numbers in the "Provider Inquiry" row. Select Claims Information.</li> <li>• <b>Clinical editing appeals:</b> Fax 1-866-637-4972 / Mail to Blue Care Network, Clinical Editing Appeals, Mail Code G820, 611 Cascade West Parkway SE, Grand Rapids MI 49546-2143</li> </ul>
<b>Coordination of benefits</b>	<ul style="list-style-type: none"> <li>• <b>Phone 1-800-808-6321</b> and follow prompts: <ul style="list-style-type: none"> <li>○ For <b>Other party liability (OPL)</b>, for auto and workers' compensation</li> <li>○ For <b>Other Carrier liability (OCL)</b>, for other health carriers and Medicare unrelated to Blue Cross / BCN coverage</li> </ul> </li> </ul>
<b>DME, medical supplies and P&amp;O</b>	<ul style="list-style-type: none"> <li>• <b>Diabetic supplies (not including diabetic shoes and inserts) for BCN HMO / BCN Advantage:</b> Phone J&amp;B Medical Supply at 1-888-896-6233 / Fax 1-800-737-0012</li> <li>• <b>DME and P&amp;O (including diabetic shoes and inserts) for BCN HMO / BCN Advantage:</b> Phone Northwood at 1-800-393-6432 / Fax 586-755-3878</li> </ul>
<b>Laboratory</b>	<ul style="list-style-type: none"> <li>• <b>Contact JVHL:</b> Phone 1-800-445-4979 / Fax 313-441-1668</li> </ul>
<b>Pharmacy services</b>	<ul style="list-style-type: none"> <li>• <b>Prior authorization requests:</b> Phone BCN Clinical Pharmacy Help Desk at 1-800-437-3803 / Fax 1-877-442-3778</li> <li>• <b>Claims processing inquiries (for pharmacies):</b> Phone Express Scripts® Pharmacy Help Desk at 1-800-922-1557 or visit <a href="http://express-scripts.com/prc">express-scripts.com/prc</a></li> </ul>
<b>Physical, occupational and speech therapy // physical medicine services (chiropractors) – not related to autism</b>	<ul style="list-style-type: none"> <li>• <b>OT and PT (evaluation and first visit) / ST (evaluation only) / physical medicine services by chiropractors (first visit):</b> Submit through Provider Secured Services &gt; BCN e-referral. (Call BCN's Utilization Management department at 1-800-392-2512 for urgent requests only.)</li> <li>• <b>All subsequent visits:</b> Submit electronically through <a href="http://www.LMhealthcare.com">www.LMhealthcare.com</a> / Fax eviCore healthcare at 1-888-565-4225 or phone 1-877-531-9139.</li> </ul>
<b>Provider enrollment and change requests</b>	<ul style="list-style-type: none"> <li>• <b>Access forms at <a href="#">Provider Enrollment pages at bcbsm.com</a></b></li> <li>• <b>All providers:</b> Phone 1-800-822-2761 / Fax 1-866-900-0250 / CAQH Help Desk: Phone 1-888-599-1771</li> </ul>
<b>Provider Inquiry</b>	<ul style="list-style-type: none"> <li>• <b>Provider Inquiry phone numbers:</b> Professional providers phone 1-800-344-8525; ancillary and facility providers phone 1-800-249-5103; hearing, vision providers phone 1-800-482-4047.</li> <li>• <b>Provider Inquiry fax numbers.</b> For BCN HMO: 248-799-6969. For BCN Advantage: 1-866-364-0080.</li> </ul>
<b>Provider Outreach</b>	<ul style="list-style-type: none"> <li>• <b>To find provider consultants:</b> Visit <a href="http://bcbsm.com/providers">bcbsm.com/providers</a> &gt; <a href="#">Contact Us</a> (at the top).</li> </ul>
<b>Quality Management</b>	<ul style="list-style-type: none"> <li>• <b>Email:</b> <a href="mailto:BCNQIQuestions@bcbsm.com">BCNQIQuestions@bcbsm.com</a> / <b>Phone:</b> 248-455-2808</li> </ul>
<b>Radiology, cardiology, interventional pain management and radiation therapy management</b>	<ul style="list-style-type: none"> <li>• <b>eviCore healthcare</b> reviews select radiology, cardiology, interventional pain management and radiation therapy procedures for BCN. Submit online at <a href="http://www.evicore.com">www.evicore.com</a>. Phone 1-855-774-1317 / Fax 1-800-540-2406</li> <li>• Submit all requests to eviCore first. If eviCore responds that the request should be reviewed by BCN Utilization Management, then submit the request through BCN's e-referral system.</li> </ul>
<b>Travel and guest member services</b>	<ul style="list-style-type: none"> <li>• <b>BlueCard®</b> – Blue Cross members from other states traveling in MI: Check membership, eligibility at 1-800-676-2583</li> <li>• <b>Away From Home Care®</b> – Blue Cross HMO members from other states who are temporarily residing in Michigan (90 consecutive days or longer): Non-behavioral health — phone 1-877-465-5122 / see also Behavioral health</li> </ul>
<b>Utilization management</b>	<ul style="list-style-type: none"> <li>• <b>Submit and view referral and authorization requests</b> through Provider Secured Services &gt; BCN e-referral.</li> <li>• <b>Call center:</b> Phone 1-800-392-2512 / <b>After-hours care manager</b> (no admissions calls): Phone 1-800-851-3904</li> <li>• <b>Requests requiring clinical review</b> (with clinical documentation): Fax 1-800-675-7278 (for other than home care; inpatient acute care medical/surgical admissions; and LTACH, SNF and rehab admissions)</li> <li>• <b>Provider requests for criteria and expedited provider appeals:</b> Phone 248-799-6312</li> </ul>