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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, 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 October 2020

Service	Contact Information
Behavioral health	<ul style="list-style-type: none"> ● Federal Employee Program members: Call New Directions at 1-800-342-5891 to refer for care. ● MESSA members: Call 1-800-336-0022 to refer for care. ● All other members: Call New Directions at 1-800-762-2382 to refer for care. ● For all member benefit-related questions: Refer to Provider Inquiry (below).
Benefits and eligibility	<ul style="list-style-type: none"> ● Web-DENIS: Log in to Provider Secured Services at bcbsm.com. <ul style="list-style-type: none"> - For web-DENIS activation or technical assistance, call 1-877-258-3932. ● Provider Inquiry: Refer to Provider Inquiry (below).
Blue Cross® Coordinated Care	To refer a patient for care management services: <ul style="list-style-type: none"> ● Federal Employee Program members: Call 1-800-325-6278. ● MESSA members: Call 1-800-441-4626. ● All other members: Call 1-800-845-5982.
Blue Cross® Health & Well-Being	<ul style="list-style-type: none"> ● All users: Call 1-800-775-BLUE (2583). ● TTY users (only): Call 711.
Claims	<ul style="list-style-type: none"> ● Questions about electronic billing or enrollment: Call the EDI help desk at 1-800-542-0945. ● For web-DENIS activation or technical help: Call 1-877-258-3932. ● Check claim status using our automated response system: Refer to Provider Inquiry (below).
DME, medical supplies, and P&O	Refer to Provider Inquiry (below).
Laboratory	<ul style="list-style-type: none"> ● Medicare Advantage PPO: Call Quest Diagnostics at 1-866-697-8378 or JVHL at 1-800-445-4979. ● Capitated laboratory program: Call Quest Diagnostics at 1-866-697-8378.
Medical oncology and supportive care drugs	AIM Specialty Health® manages Blue Cross (commercial) fully insured member authorizations for select medical oncology and supportive care drugs starting Dec. 1, 2020: See the Blue Cross AIM-Managed Procedures page for additional information.
Pharmacy Services	<ul style="list-style-type: none"> ● Pharmacy Services Clinical Help Desk: Call 1-800-437-3803. ● Walgreens Specialty Pharmacy: Call 1-866-515-1355. ● Express Scripts: Call 1-800-922-1557.
Provider enrollment and change requests	<ul style="list-style-type: none"> ● Access forms: Provider Enrollment and Changes page at bcbsm.com ● All providers: Call 1-800-822-2761 / Fax 1-866-900-0250 / CAQH Help Desk: Call 1-888-599-1771.
Provider Inquiry	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.) <ul style="list-style-type: none"> ● Physicians and other professional providers of care: Call 1-800-344-8525. ● Hospital and facility providers: Call 1-800-249-5103. ● Hearing and vision providers: Call 1-800-482-4047. ● Dental care providers: Call 1-888-826-8152. ● Federal Employee Program: Call 1-800-840-4505. ● Blue Cross employees (only): Call 1-877-258-0167. ● Blue Cross Medicare Advantage: Non-behavioral health, call 1-866-309-1719; Behavioral health, call 1-888-803-4960 or fax 1-866-315-0442.
Provider Outreach	To find provider consultants: Visit bcbsm.com/providers > Contact Us (at the top)
Radiology management	AIM Specialty Health: Call 1-800-728-8008 or visit aimspecialtyhealth.com
Travel and guest member services	BlueCard® for Blue Cross members from other states traveling in Michigan: Check membership and eligibility at 1-800-676-2583.

BCN Provider Resource Guide At a Glance

For BCN HMOSM (commercial) and BCN AdvantageSM

See the complete [BCN Provider Resource Guide](http://ereferrals.bcbsm.com) at ereferrals.bcbsm.com > Quick Guides.

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Service	Contact information
Behavioral health	<ul style="list-style-type: none"> • Submit and view referral and prior authorization requests through Provider Secured Services > e-referral. • For questions about authorizations and other general inquiries: Phone Behavioral Health — BCN HMO at 1-800-482-5982 / BCN Advantage at 1-800-431-1059 (Business hours 8 a.m. to 5 p.m. Monday through Friday) • Physician-to-physician review of determination (Physician Review Line): Phone 1-877-293-2788 during business hours / 1-800-482-5982 after business hours, for emergency cases only
Benefits and eligibility	<ul style="list-style-type: none"> • web-DENIS: Log in to Provider Secured Services at bcbsm.com/providers. For web-DENIS activation or technical assistance: Phone 1-877-258-3932 • Provider Inquiry: See the phone numbers in the “Provider Inquiry” row.
Cardiology and radiology procedures	<p>AIM Specialty Health manages authorizations for select procedures for BCN for dates of service on or after Oct. 1, 2018. Submit prior authorization requests through the AIM provider portal. See BCN’s AIM-Managed Procedures page for additional information.</p>
Claims	<ul style="list-style-type: none"> • Submit claims electronically (EDI): Phone 1-800-542-0945 for assistance • Access claims information through web-DENIS: Phone 1-877-258-3932 for activation or technical assistance • Check claim status and additional claim details by calling Provider Inquiry: See the “Provider Inquiry” row, below. • BCN clinical editing appeals: Fax to 1-877-284-2882 / Mail to the address on the Clinical Editing Appeal Form.
Coordination of benefits	<ul style="list-style-type: none"> • Phone 1-800-808-6321 and follow the prompts: <ul style="list-style-type: none"> ○ For Other party liability (OPL), for auto and workers’ compensation ○ For Other Carrier liability (OCL), for other health carriers and Medicare unrelated to Blue Cross / BCN coverage
DME, medical supplies and P&O	<ul style="list-style-type: none"> • Diabetic supplies (not including diabetic shoes and inserts) for BCN HMO / BCN Advantage: Phone J&B Medical Supply at 1-888-896-6233 / Fax to 1-800-737-0012 • DME and P&O (including diabetic shoes and inserts) for BCN HMO / BCN Advantage: Phone Northwood at 1-800-393-6432 / Fax to 586-755-3878
Laboratory	<p>Contact JVHL: Phone 1-800-445-4979 / Fax to 313-441-1668</p>
Medical oncology and supportive care drugs	<p>AIM Specialty Health manages BCN HMO (commercial) authorizations for select medical oncology and supportive care drugs starting Aug. 1, 2019. See BCN’s AIM-Managed Procedures page for additional information.</p>

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Service	Contact information
Musculoskeletal procedures	<p>TurningPoint Healthcare Solutions, LLC, manages authorizations for certain musculoskeletal surgical and other related procedures for dates of service on or after July 1, 2020, for all BCN members. See BCN's Musculoskeletal Services page for additional information.</p> <p>Note: TurningPoint manages authorizations for pain management procedures for all BCN members for dates of service on or after Jan. 1, 2021. For dates of service prior to Jan. 1, 2021, submit these requests to eviCore healthcare.</p>
Pain management	<ul style="list-style-type: none"> For dates of service prior to Jan. 1, 2021, eviCore healthcare manages authorizations for select interventional pain management services for all BCN members. Submit prior authorization requests online at www.evicore.com. As an alternative, phone requests to 1-855-774-1317 or fax them to 1-800-540-2406. See BCN's eviCore-Managed Procedures page for additional information. For dates of service on or after Jan. 1, 2021, TurningPoint manages authorizations for pain management procedures for all BCN members. For more information, refer to "Musculoskeletal procedures" in this document.
Pharmacy services	<ul style="list-style-type: none"> Prior authorization requests: Phone the Clinical Pharmacy Help Desk at 1-800-437-3803 / Fax to 1-877-442-3778 Claims processing inquiries (for pharmacies): Phone Express Scripts® Pharmacy Help Desk at 1-800-922-1557 or visit express-scripts.com/prc.
Post-acute care	<ul style="list-style-type: none"> For BCN HMO: BCN manages the authorizations. Refer to the BCN HMO post-acute care FAQ document. For BCN Advantage: naviHealth manages the authorizations. Refer to the BCN Advantage post-acute care FAQ document.
Provider enrollment and change requests	<ul style="list-style-type: none"> Access forms at Provider Enrollment pages at bcbsm.com All providers: Phone 1-800-822-2761 / Fax 1-866-900-0250 / CAQH Help Desk: Phone 1-888-599-1771
Provider Inquiry	<ul style="list-style-type: none"> Provider Inquiry phone numbers: Professional providers phone 1-800-344-8525; ancillary and facility providers phone 1-800-249-5103; hearing, vision providers phone 1-800-482-4047. Provider Inquiry fax numbers. For BCN HMO: 248-799-6969. For BCN Advantage: 1-866-364-0080.
Provider consultants	<p>To find provider consultants: Visit bcbsm.com/providers > Contact Us (at the top).</p>

Service	Contact information
PT, OT, ST by therapists // physical medicine services by chiropractors and by athletic trainers	<ul style="list-style-type: none"> • eviCore healthcare manages authorizations for services not related to autism for all ages and for autism-related services for BCN HMO members 19 years of age or older. Note: Services for members with autism who are under 19 do not require authorization. • Authorization requests: Submit prior authorization requests to eviCore electronically or by fax or phone. Refer to the therapy FAQ document.
Quality and Population Health	Email: BCNQIQuestions@bcbsm.com / Phone: 248-455-2808
Radiation therapy procedures	<p>eviCore healthcare manages authorizations for select radiation therapy procedures for BCN.</p> <ul style="list-style-type: none"> • Submit online at www.evicore.com. • Phone 1-855-774-1317 / Fax to 1-800-540-2406. <p>See BCN's eviCore-Managed Procedures page for additional information.</p>
Travel and guest member services	<ul style="list-style-type: none"> • BlueCard® – Blue Cross members from other states traveling in MI: Check membership, eligibility at 1-800-676-2583. • Away From Home Care® – 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.
Utilization management — BCN	<ul style="list-style-type: none"> • Submit and view referral and authorization requests through Provider Secured Services > e-referral. • Call center: Phone 1-800-392-2512 / After-hours number (no admissions calls): Phone 1-800-851-3904 • Requests requiring clinical review (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) • Provider requests for criteria and expedited provider appeals: Phone 248-799-6312