

BCN Provider Resource Guide At-a-Glance

See the complete *BCN Provider Resource Guide* at ereferrals.bcbsm.com > [Provider Resource Guide](#)



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Service	Contact Information
Behavioral Health Services	<ul style="list-style-type: none"> • Submit and view referral and clinical review requests through ereferrals.bcbsm.com • For questions about claims and other general inquiries: Phone Provider Inquiry at 1-800-688-3290 during business hours (8 am to 5 pm, Monday–Friday) / 1-800-482-5982 after business hours • To discuss determinations or obtain a copy of criteria: Phone 734-332-2567 during business hours / 1-800-482-5982 after business hours
Benefits and eligibility	<ul style="list-style-type: none"> • Web-DENIS activation or technical assistance: Phone 1-877-258-3932 • CAREN: Ancillary, facility providers phone 1-800-249-5103 / Dental, hearing, vision providers phone 1-800-482-4047 / Physician, DME, laboratory providers phone 1-800-344-8525 • For pharmacy eligibility / benefits inquiries: Phone Provider Inquiry—See Provider Inquiry (non-behavioral health)
BlueHealthConnection®	<ul style="list-style-type: none"> • Phone: 1-800-637-2972
Care Management	<ul style="list-style-type: none"> • Submit and view referral and clinical review requests through ereferrals.bcbsm.com • General inquiry: Phone 1-800-392-2512 • Requests requiring clinical review (with clinical documentation): Fax 1-800-675-7278 • Provider requests for criteria and expedited provider appeals: Phone 248-799-6312 • After Hours Care Manager (no admissions calls): Phone 1-800-851-3904
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 • Questions: Phone Provider Inquiry—See Behavioral Health Services and Provider Inquiry (non-behavioral health)
Coordination of benefits	<ul style="list-style-type: none"> • Other carrier liability (OCL): Phone 1-800-968-2583, Ext. 5160, for other health carriers and non-BCN 65 Medicare • Other party liability (OPL): Phone 1-800-968-2583, Ext. 5116, for auto and workers' compensation • Fax: 616-285-5205
Disease Management	<ul style="list-style-type: none"> • Phone: 1-800-392-4247
DME, medical supplies and P&O	<ul style="list-style-type: none"> • Diabetic supplies for BCN / BCN Advantage: Phone J&B Medical Supply at 1-888-896-6233 / Fax 1-800-737-0012 • Non-diabetic DME, medical supplies, P&O for BCN / BCN Advantage: Phone Northwood at 1-800-667-8496 / Fax 586-755-3878 • All BlueCaid requests: Phone BlueCaid Provider Inquiry at 1-800-688-3290
Laboratory	<ul style="list-style-type: none"> • Contact JVHL: Phone 1-800-445-4979 / Fax 313-441-1668
Pharmacy services	<ul style="list-style-type: none"> • Claims inquiries: Phone Medco Pharmacy Services Help Desk at 1-800-922-1557 • Prior authorization requests: Phone BCN Clinical Pharmacy Help Desk at 1-800-437-3803 / Fax 1-877-442-3778
Physical, occupational and speech therapy	<ul style="list-style-type: none"> • OT and PT (evaluation and first visit) and speech (evaluation only): Submit through ereferrals.bcbsm.com (Call Care Management at 1-800-392-2512 for urgent requests only) • All subsequent visits: Submit electronically through landmarkhealthcare.com / Fax Landmark Healthcare at 1-888-565-4225 or phone 1-877-531-9139
Provider Affairs	<ul style="list-style-type: none"> • East: Phone 1-800-527-1906 / Fax 810-720-8627 • Mid: Phone 1-877-258-0168 / Fax 517-322-8086 • Southeast: Phone 1-866-299-4667 / Fax 248-455-3476 • West: Phone 1-800-968-2583, Ext. 6158 / Fax 616-956-5774
Provider enrollment and change requests	<ul style="list-style-type: none"> • Access forms at Provider Enrollment pages at bcbsm.com • Professional providers: Phone 1-800-822-2761 / Fax 1-866-900-0250 • Facility, ancillary providers affiliated with both BCN and BCBSM: Phone 1-800-777-2118 / Fax 248-448-7888 • Facility, ancillary providers affiliated with BCN only: Contact BCN Provider Affairs representative
Provider Inquiry (non-behavioral health)	<ul style="list-style-type: none"> • BCN and BCN Advantage: Phone 1-800-255-1690 / Fax 248-799-6969 • BlueCaid: Phone 1-800-688-3290 / Fax 734-332-2027
Quality Management	<ul style="list-style-type: none"> • Phone: 248-455-3471 / Fax: 248-455-3642
Travel and guest member services	<ul style="list-style-type: none"> • BlueCard®, for Blues members from other states who are traveling in Michigan: To check membership or eligibility, phone 1-800-676-2583 • Away From Home Care®, for Blues HMO members from other states who are temporarily residing in Michigan (90 days or longer): Non-behavioral health—phone 1-877-465-5122 / Behavioral health—see Behavioral Health Services