

# Blue Cross Provider Resource Guide

## At-a-Glance

[bcbsm.com/providers](http://bcbsm.com/providers)



Updated April 2017 - page 1

Service	Contact Information					
<b>Behavioral health</b>	<ul style="list-style-type: none"> <li>For Federal Employee Program members, call 1-800-342-5891 to refer for care.</li> <li>For MESSA members, call 1-800-336-0022 to refer for care.</li> <li>For all other members, call New Directions at 1-800-762-2382 to refer for care.</li> <li>Call PARS for all member-benefit-related questions. Professional providers: Call 1-800-344-8525. Hospitals and facilities: Call 1-800-249-5103.</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 Automated Response System (PARS):</b> Hospital, facility providers, call 1-800-249-5103 / Dental, hearing, vision providers, call 1-800-482-4047 / Physician, DME, laboratory providers, call 1-800-344-8525</li> </ul>					
<b>Blue Cross® Health &amp; Wellness</b>	<ul style="list-style-type: none"> <li><b>Phone:</b> 1-800-775-2583</li> <li><b>TTY:</b> 1-800-240-3050</li> </ul>					
<b>Case management</b>	<ul style="list-style-type: none"> <li>Call BlueHealthConnection at <b>1-800-845-5982</b> to initiate a referral.</li> </ul>					
<b>Claims</b>	<ul style="list-style-type: none"> <li><b>Submit claims electronically (EDI):</b> Call 1-800-542-0945 for assistance.</li> <li><b>For claim information via web-DENIS:</b> Call 1-877-258-3932 for activation or technical help.</li> <li><b>Questions:</b> Call Blue Cross Provider Inquiry. (See below.)</li> </ul>					
<b>DME, medical supplies, P&amp;O</b>	<ul style="list-style-type: none"> <li><b>Call Blue Cross Provider Inquiry.</b> (See below.)</li> </ul>					
<b>Laboratory</b>	<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>					
<b>Pharmacy services</b>	<ul style="list-style-type: none"> <li><b>Pharmacy Clinical Help Desk and prior authorizations:</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>					
<b>Physical, occupational and speech therapy (not related to autism)</b>	<ul style="list-style-type: none"> <li><b>eviCore healthcare – profiles for physical therapists:</b> Call 1-877-531-9139 for eviCore healthcare customer service, or visit <a href="http://carecorenational.com">carecorenational.com</a>.</li> </ul>					
<b>Provider enrollment and change requests</b>	<ul style="list-style-type: none"> <li>Access forms on the Enrollment and Changes page at <a href="http://bcbsm.com">bcbsm.com</a></li> <li><b>Professional providers and non-hospital facilities:</b> Phone 1-800-822-2761 / Fax 1-866-900-0250</li> <li><b>Hospitals:</b> Phone 1-313-448-7892</li> </ul>					
<b>Provider Inquiry – phone inquiries</b>	<ul style="list-style-type: none"> <li>For inquiries about Blue Cross employees only, contact the office of the Ombudsman at: <b>1-877-258-0167</b></li> <li><b>Federal Employee Program inquiries:</b> Phone 1-800-482-3600</li> <li><b>Blue Cross Medicare Advantage inquiries:</b> For non-behavioral health, call 1-866-309-1719; For behavioral health, phone 1-888-803-4960 or fax 1-866-315-0442</li> <li><b>Physicians and other professional providers calling about Blue Cross commercial members:</b> <table border="1" style="width: 100%;"> <tr> <td>From area code 248, 313, 586, 734, 810, 947 — Call 1-800-245-9092</td> </tr> <tr> <td>From area code 517, 989 — Call 1-800-272-0172</td> </tr> <tr> <td>From area code 231, 269, 616, 989* — Call 1-800-255-1878</td> </tr> <tr> <td>From area code 906 — Call 1-866-872-5837</td> </tr> <tr> <td>From outside Michigan — Call 1-800-482-3146</td> </tr> </table> </li> </ul> <p>* These 989 counties are: Alcona, Alpena, Crawford, Iosco, Montcalm, Montmorency, Ogemaw, Oscoda, Otsego, Presque Isle and Roscommon.</p>	From area code 248, 313, 586, 734, 810, 947 — Call 1-800-245-9092	From area code 517, 989 — Call 1-800-272-0172	From area code 231, 269, 616, 989* — Call 1-800-255-1878	From area code 906 — Call 1-866-872-5837	From outside Michigan — Call 1-800-482-3146
From area code 248, 313, 586, 734, 810, 947 — Call 1-800-245-9092						
From area code 517, 989 — Call 1-800-272-0172						
From area code 231, 269, 616, 989* — Call 1-800-255-1878						
From area code 906 — Call 1-866-872-5837						
From outside Michigan — Call 1-800-482-3146						

(continued on next page)

# Blue Cross Provider Resource Guide

## At-a-Glance

bcbsm.com/providers



(continued from previous page)

Updated April 2017 - page 2

Service	Contact Information								
<b>Provider Inquiry – phone inquiries (continued)</b>	<ul style="list-style-type: none"> <li> <b>Hospital and facility providers calling about Blue Cross commercial members:</b> <table border="1" data-bbox="415 426 1448 590"> <tr> <td>From area code 248, 313, 517, 586, 734, 810, 947, 989 — Call 1-800-228-4599 (hospitals) and 1-800-437-3804 (facilities)</td> </tr> <tr> <td>From area code 231, 269, 616, 989* — Call 1-800-643-2583</td> </tr> <tr> <td>From area code 906 — Call 1-866-872-5837</td> </tr> <tr> <td>From outside Michigan — Call 1-800-482-0898</td> </tr> </table> </li> <li> <b>Vision and hearing providers:</b> <table border="1" data-bbox="415 636 1448 766"> <tr> <td>From area code 248, 313, 517, 586, 734, 810, 947, 989 or outside Michigan — Call 1-800-482-5141</td> </tr> <tr> <td>From area code 231, 269, 616, 989* — Call 1-800-531-2583</td> </tr> <tr> <td>From area code 906 — Call 1-866-872-5837</td> </tr> </table> </li> </ul> <p>* These 989 counties are: Alcona, Alpena, Crawford, Iosco, Montcalm, Montmorency, Ogemaw, Oscoda, Otsego, Presque Isle and Roscommon.</p>	From area code 248, 313, 517, 586, 734, 810, 947, 989 — Call 1-800-228-4599 (hospitals) and 1-800-437-3804 (facilities)	From area code 231, 269, 616, 989* — Call 1-800-643-2583	From area code 906 — Call 1-866-872-5837	From outside Michigan — Call 1-800-482-0898	From area code 248, 313, 517, 586, 734, 810, 947, 989 or outside Michigan — Call 1-800-482-5141	From area code 231, 269, 616, 989* — Call 1-800-531-2583	From area code 906 — Call 1-866-872-5837	
From area code 248, 313, 517, 586, 734, 810, 947, 989 — Call 1-800-228-4599 (hospitals) and 1-800-437-3804 (facilities)									
From area code 231, 269, 616, 989* — Call 1-800-643-2583									
From area code 906 — Call 1-866-872-5837									
From outside Michigan — Call 1-800-482-0898									
From area code 248, 313, 517, 586, 734, 810, 947, 989 or outside Michigan — Call 1-800-482-5141									
From area code 231, 269, 616, 989* — Call 1-800-531-2583									
From area code 906 — Call 1-866-872-5837									
<b>Provider Inquiry – written inquiries</b>	<ul style="list-style-type: none"> <li>For inquiries about Blue Cross employees only, contact the office of the Ombudsman at: Blue Cross Blue Shield of Michigan Ombudsman Service Center — Mail Code 0420 600 E. Lafayette Blvd. Detroit MI 48226-2998</li> <li>For all other inquiries: <table border="1" data-bbox="467 1010 1497 1581"> <thead> <tr> <th>If you're writing from...</th> <th>Use this address</th> </tr> </thead> <tbody> <tr> <td>Area code 248, 313, 517, 586, 734, 810, 947 or 989 or from outside Michigan</td> <td> <b>Professional, vision and hearing providers:</b>  Blue Cross Blue Shield of Michigan Provider Inquiry  P.O. Box 2227  Detroit, MI 48231-2227   <b>Hospital and facility providers:</b>  Blue Cross Blue Shield of Michigan Provider Inquiry  P.O. Box 33248  Detroit, MI 48232-4248 </td> </tr> <tr> <td>Area code 231, 269, 616 or 989*</td> <td> <b>Professional, hospital, facility, vision and hearing providers:</b>  Blue Cross Blue Shield of Michigan Provider Inquiry  Facility and Specialty Programs — MC0301  P.O. Box 230589  Grand Rapids, MI 49523-0589 </td> </tr> <tr> <td>Area code 906</td> <td> <b>Professional, hospital, facility, vision and hearing providers:</b>  Blue Cross Blue Shield of Michigan Provider Inquiry  415 South McClellan Ave.  Marquette, MI 49855 </td> </tr> </tbody> </table> </li> </ul> <p>* These 989 counties are: Alcona, Alpena, Crawford, Iosco, Montcalm, Montmorency, Ogemaw, Oscoda, Otsego, Presque Isle and Roscommon.</p>	If you're writing from...	Use this address	Area code 248, 313, 517, 586, 734, 810, 947 or 989 or from outside Michigan	<b>Professional, vision and hearing providers:</b> Blue Cross Blue Shield of Michigan Provider Inquiry P.O. Box 2227 Detroit, MI 48231-2227  <b>Hospital and facility providers:</b> Blue Cross Blue Shield of Michigan Provider Inquiry P.O. Box 33248 Detroit, MI 48232-4248	Area code 231, 269, 616 or 989*	<b>Professional, hospital, facility, vision and hearing providers:</b> Blue Cross Blue Shield of Michigan Provider Inquiry Facility and Specialty Programs — MC0301 P.O. Box 230589 Grand Rapids, MI 49523-0589	Area code 906	<b>Professional, hospital, facility, vision and hearing providers:</b> Blue Cross Blue Shield of Michigan Provider Inquiry 415 South McClellan Ave. Marquette, MI 49855
If you're writing from...	Use this address								
Area code 248, 313, 517, 586, 734, 810, 947 or 989 or from outside Michigan	<b>Professional, vision and hearing providers:</b> Blue Cross Blue Shield of Michigan Provider Inquiry P.O. Box 2227 Detroit, MI 48231-2227  <b>Hospital and facility providers:</b> Blue Cross Blue Shield of Michigan Provider Inquiry P.O. Box 33248 Detroit, MI 48232-4248								
Area code 231, 269, 616 or 989*	<b>Professional, hospital, facility, vision and hearing providers:</b> Blue Cross Blue Shield of Michigan Provider Inquiry Facility and Specialty Programs — MC0301 P.O. Box 230589 Grand Rapids, MI 49523-0589								
Area code 906	<b>Professional, hospital, facility, vision and hearing providers:</b> Blue Cross Blue Shield of Michigan Provider Inquiry 415 South McClellan Ave. Marquette, MI 49855								
<b>Provider Outreach</b>	<ul style="list-style-type: none"> <li>To find provider consultants, visit <a href="http://bcbsm.com/providers">bcbsm.com/providers</a> &gt; <a href="#">Contact Us</a> (at the top).</li> </ul>								
<b>Radiology management</b>	<ul style="list-style-type: none"> <li><b>AIM Specialty Health®:</b> Phone 1-800-728-8008 or visit <a href="http://aimspecialtyhealth.com">aimspecialtyhealth.com</a>.</li> </ul>								
<b>Specialty pharmacy</b>	<ul style="list-style-type: none"> <li><b>For medical specialty drugs that require prior authorization:</b> Complete a medication authorization request form. Log in to Provider Secured Services, click BCBSM Provider Publications and Resources &gt; Newsletters &amp; Resources &gt; Go to the Forms page &gt; Physician administered medications.</li> </ul>								
<b>Travel and guest member services</b>	<ul style="list-style-type: none"> <li><b>BlueCard®</b> for Blue Cross members from other states traveling in Michigan: Check membership and eligibility at 1-800-676-2583.</li> </ul>								

# BCN Provider Resource Guide At-a-Glance

[bcbsm.com/providers](http://bcbsm.com/providers)



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

January 2017

Service	Contact Information
<b>Behavioral health</b>	<ul style="list-style-type: none"> <li>● <b>Submit and view referral and clinical review 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 734-332-2567 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>PARS (Provider Automated Response System):</b> Ancillary, facility providers phone 1-800-249-5103 / Hearing, vision providers phone 1-800-482-4047 / Professional providers in Michigan phone 1-800-344-8525</li> <li>● <b>For pharmacy eligibility / benefits inquiries:</b> Phone Provider Inquiry — See Provider Inquiry (non-behavioral health)</li> </ul>
<b>Care management</b>	<ul style="list-style-type: none"> <li>● <b>Submit and view referral and clinical review 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>
<b>Chronic conditions</b>	<ul style="list-style-type: none"> <li>● <b>For chronic condition management programs, phone:</b> 1-800-392-4247</li> </ul>
<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>Questions:</b> Phone Provider Inquiry — See Behavioral Health and Provider Inquiry (non-behavioral health)</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 for BCN / BCN Advantage:</b> Phone J&amp;B Medical Supply at 1-888-896-6233 / Fax 1-800-737-0012</li> <li>● <b>Non-diabetic DME, medical supplies, P&amp;O for BCN / 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<sup>®</sup> Pharmacy Help Desk at 1-800-922-1557</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 Care Management at 1-800-392-2512 for urgent requests only.)</li> <li>● <b>All subsequent visits:</b> Submit electronically through <a href="http://LMhealthcare.com">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="http://Provider Enrollment pages at bcbsm.com">Provider Enrollment pages at bcbsm.com</a></b></li> <li>● <b>Professional providers:</b> Phone 1-800-822-2761 / Fax 1-866-900-0250 / CAQH Help Desk: Phone 1-888-599-1771</li> <li>● <b>Hospitals affiliated with both BCN / Blue Cross:</b> Blue Cross phone 313-448-7892 / BCN phone 734-887-5415</li> <li>● <b>Hospitals, nonhospital facilities, ancillary providers affiliated with BCN only:</b> Contact your provider consultant</li> </ul>
<b>Provider Inquiry (non-behavioral health)</b>	<ul style="list-style-type: none"> <li>● <b>BCN:</b> Phone 1-800-255-1690 / Fax 248-799-6969 / <b>BCN Advantage:</b> Phone 1-800-255-1690 / Fax 1-866-364-0080</li> </ul>
<b>Provider Outreach</b>	<ul style="list-style-type: none"> <li>● <b>Contact your provider consultant directly.</b> To identify your consultant and get his or her contact information, visit <a href="http://bcbsm.com/providers">bcbsm.com/providers</a> and click <b>Contact Us</b> at the top of the page. Click <i>Blue Care Network provider contacts</i> (for the appropriate provider type). Finally, click <i>Provider consultants</i> and click the appropriate region.</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> 248-350-6242</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://evicore.com">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 Care 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<sup>®</sup></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<sup>®</sup></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>