

Useful tools and hints for BCN behavioral health providers

Authorization tips and tools

You can use e-referral, BCN's Web-based referral and authorization system, to do the following:

- Check a member's eligibility for mental health and substance abuse benefits
- Check benefit levels and copayments
- Submit an initial request for clinical review and check for approval for additional visits

Sign up to be an e-referral user now. Click to access the [e-referral Application form](#).

Note: If you don't have a web-DENIS ID, just leave that field blank on the e-referral Application form. We can still process the application.

Claim tips

When submitting claims, you need to include a modifier. The modifier identifies the type of provider rendering the service. On the CMS-1500 (08/05) claim form, enter the modifier into the field next to the procedure code. Here are the modifiers used by behavioral health providers:

- AH
- AJ
- AM
- HA
- HE
- HO
- TD

Providers should consult a code resource publication to determine the appropriate modifier for each clinician type.

Instructions for filling out claim form

Click to access the [instructions for completing the CMS-1500 \(08/05\) claim form](#), including what information to enter into each field.

Sign up for web-DENIS through Provider Secured Services

Through BCN's web-DENIS system, you can:

- Submit claims electronically (using the electronic data interchange)
- Access various provider resources such as the *BCN Provider Manual*

To use web-DENIS, you must first sign up for it. Click to access the [Professional Provider Secured Access Application](#). Complete the application and fax or mail it according to the instructions on the form.

BCN Behavioral Health Provider Inquiry contact information

For...	During business hours...**	After business hours...**
Physician-to-physician review of determination (Physician Review Line)	Phone: 734-332-2567	Phone: 1-800-482-5982
Member with BCN coverage who is a BCBSM or BCN employee	Phone: 1-888-265-4703 Fax: 1-888-458-0716	Calls are serviced only during ombudsman business hours.
Member with BCN coverage who is not a BCBSM or BCN employee	Phone: 1-800-482-5982 Fax: 734-332-2519	Phone: 1-800-482-5982
Member with BCN Advantage coverage	Phone: 1-800-431-1059 Fax: 734-332-2519	Phone: 1-800-431-1059
Member with BlueCaid coverage	Phone: 1-800-688-3290 Fax: 734-332-2519	Phone: 1-800-482-5982

**Behavioral Health business hours are Monday through Friday (except holidays) from 8 a.m. to 5 p.m., except for the ombudsman phone number (1-888-265-4703), which is open from 8:30 a.m. to 5 p.m.

For BCN Provider Servicing contact information:

1. Visit the [BCN Provider Servicing Web page](#) at [MiCBN.com](#) > I am a provider > Contact us.
2. Click on your region in the map and look for the contact information for behavioral health or outpatient psychiatric / substance abuse centers.