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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*.

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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® Health & Wellness	<ul style="list-style-type: none"> ● All users: Call 1-800-775-2583. ● TTY users (only): Call 711.
Case management	<p>To refer a patient for case management services:</p> <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.
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.
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	<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"> ● 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.

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Service	Contact Information
Behavioral health	<ul style="list-style-type: none"> ● Submit and view referral and authorization requests through Provider Secured Services > BCN e-referral. ● For questions about authorizations and other general inquiries: Phone Behavioral Health — BCN HMOSM at 1-800-482-5982 / BCN AdvantageSM at 1-800-431-1059 (Business hours 8 a.m. to 5 p.m. Mon-Fri.) ● Physician-to-physician review of determination (Physician Review Line): Phone 1-877-293-2788 during business hours / 1-800-482-5982 after business hours
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.
Chronic conditions	<ul style="list-style-type: none"> ● For chronic condition management programs, phone: 1-800-392-4247
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 phone numbers in the "Provider Inquiry" row. Select Claims Information. ● Clinical editing appeals: 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
Coordination of benefits	<ul style="list-style-type: none"> ● Phone 1-800-808-6321 and follow 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 for BCN HMO / 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 HMO / BCN Advantage: Phone Northwood at 1-800-393-6432 / Fax 586-755-3878
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"> ● Prior authorization requests: Phone BCN Clinical Pharmacy Help Desk at 1-800-437-3803 / Fax 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
Physical, occupational and speech therapy // physical medicine services (chiropractors) – not related to autism	<ul style="list-style-type: none"> ● OT and PT (evaluation and first visit) / ST (evaluation only) / physical medicine services by chiropractors (first visit): Submit through Provider Secured Services > BCN e-referral. (Call BCN's Utilization Management department at 1-800-392-2512 for urgent requests only.) ● All subsequent visits: Submit electronically through www.LMhealthcare.com / Fax eviCore healthcare at 1-888-565-4225 or phone 1-877-531-9139.
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 Outreach	<ul style="list-style-type: none"> ● To find provider consultants: Visit bcbsm.com/providers > Contact Us (at the top).
Quality Management	<ul style="list-style-type: none"> ● Email: BCNQIQuestions@bcbsm.com / Phone: 248-455-2808
Radiology, cardiology, interventional pain management and radiation therapy management	<ul style="list-style-type: none"> ● eviCore healthcare reviews select radiology, cardiology, interventional pain management and radiation therapy procedures for BCN. Submit online at www.evicore.com. Phone 1-855-774-1317 / Fax 1-800-540-2406 ● 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.
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	<ul style="list-style-type: none"> ● Submit and view referral and authorization requests through Provider Secured Services > BCN e-referral. ● Call center: Phone 1-800-392-2512 / After-hours care manager (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