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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.

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.
Cardiology and radiology procedures	AIM Specialty Health manages authorizations for select procedures for BCN for dates of service on or after Oct. 1, 2018. Submit requests through the AIM provider portal . See BCN's AIM-Managed Procedures page for additional information.
Chronic conditions	For chronic condition management programs, phone: 1-800-775-2583
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 (not including diabetic shoes and inserts) for BCN HMO / BCN Advantage: Phone J&B Medical Supply at 1-888-896-6233 / Fax 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 586-755-3878
Interventional pain management and radiation therapy procedures	<ul style="list-style-type: none"> ● eviCore healthcare manages authorizations for select 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. See BCN's eviCore-Managed Procedures page for additional information. ● 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.
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
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