



A nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association

# Blue Cross Provider Resource Guide

## At-a-Glance

Find more information in the **Blue Pages** chapter of the **Blue Cross** provider manuals. Visit [bcbsm.com/providers](http://bcbsm.com/providers) and click *Login*. Log in to Provider Secured Services and click *Provider Manuals*. Click *Blue Cross Blue Shield of Michigan Provider Manuals*. Select your provider type and click *Search*. Click *Blue Pages Directory*.

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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>Check claim status using PARS:</b> Ancillary, facility providers phone 1-800-249-5103 / Hearing, vision providers phone 1-800-482-4047 / Professional providers phone 1-800-344-8525. Select the Claims Information option.</li> <li><b>Questions:</b> See Provider Inquiry – phone inquiries, below.</li> </ul>
<b>DME, medical supplies, P&amp;O</b>	<ul style="list-style-type: none"> <li><b>Questions:</b> See Provider Inquiry – phone inquiries, 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>	<p>Provider Inquiry representatives are available for questions only during business hours. Refer to the Blue Pages chapter of the Blue Cross provider manuals to see the business hours for each phone line. Call as follows:</p> <ul style="list-style-type: none"> <li><b>For inquiries about Blue Cross employees only,</b> contact the office of the Ombudsman at: 1-877-258-0167</li> <li><b>For Federal Employee Program inquiries:</b> Phone 1-800-482-3600</li> <li><b>For Blue Cross Medicare Advantage inquiries:</b> For non-behavioral health, phone 1-866-309-1719; For behavioral health, phone 1-888-803-4960 or fax 1-866-315-0442</li> <li><b>For physician and other professional providers calling about Blue Cross commercial members:</b> Phone 1-800-344-8525 (effective July 14, 2017)</li> </ul>

(continued on next page)



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Service	Contact Information								
Provider Inquiry – phone inquiries (continued)	<ul style="list-style-type: none"> <li>• <b>For hospital and facility providers calling about Blue Cross commercial members:</b> Phone 1-800-249-5103 (effective July 14, 2017)</li> <li>• <b>For vision and hearing providers:</b> Phone 1-800-482-4047 (effective July 14, 2017)</li> </ul>								
Provider Inquiry – written inquiries	<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="467 722 1500 1297"> <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
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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								
Provider Outreach	<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>								
Radiology management	<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>								
Specialty pharmacy	<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>								
Travel and guest member services	<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>								

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Service	Contact Information
Behavioral health	<ul style="list-style-type: none"> <li>Submit and view referral and clinical review requests through Provider Secured Services &gt; BCN e-referral.</li> <li>For questions about authorizations and other general inquiries: 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>Physician-to-physician review of determination (Physician Review Line): Phone 734-332-2567 during business hours / 1-800-482-5982 after business hours</li> </ul>
Benefits and eligibility	<ul style="list-style-type: none"> <li>web-DENIS: 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>PARS (Provider Automated Response System): For all BCN Advantage members, all providers phone 1-866-309-1719. For BCN HMO members, professional providers phone 1-800-344-8525; ancillary and facility providers phone 1-800-249-5103. Hearing, vision providers phone 1-800-482-4047 for all members.</li> </ul>
Care management	<ul style="list-style-type: none"> <li>Submit and view referral and clinical review requests through Provider Secured Services &gt; BCN e-referral.</li> <li>Call center: Phone 1-800-392-2512 / After-hours care manager (no admissions calls): Phone 1-800-851-3904</li> <li>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)</li> <li>Provider requests for criteria and expedited provider appeals: Phone 248-799-6312</li> </ul>
Chronic conditions	<ul style="list-style-type: none"> <li>For chronic condition management programs, phone: 1-800-392-4247</li> </ul>
Claims	<ul style="list-style-type: none"> <li>Submit claims electronically (EDI): Phone 1-800-542-0945 for assistance</li> <li>Access claims information through web-DENIS: Phone 1-877-258-3932 for activation or technical assistance</li> <li>Check claim status and additional claim details using PARS: See the PARS phone numbers in the "Benefits and eligibility" row. Select Claims Information.</li> <li>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</li> </ul>
Coordination of benefits	<ul style="list-style-type: none"> <li>Phone 1-800-808-6321 and follow prompts: <ul style="list-style-type: none"> <li>For Other party liability (OPL), for auto and workers' compensation</li> <li>For Other Carrier liability (OCL), for other health carriers and Medicare unrelated to Blue Cross / BCN coverage</li> </ul> </li> </ul>
DME, medical supplies and P&O	<ul style="list-style-type: none"> <li>Diabetic supplies for BCN HMO / BCN Advantage: Phone J&amp;B Medical Supply at 1-888-896-6233 / Fax 1-800-737-0012</li> <li>Non-diabetic DME, medical supplies, P&amp;O for BCN HMO / BCN Advantage: Phone Northwood at 1-800-393-6432 / Fax 586-755-3878</li> </ul>
Laboratory	<ul style="list-style-type: none"> <li>Contact JVHL: Phone 1-800-445-4979 / Fax 313-441-1668</li> </ul>
Pharmacy services	<ul style="list-style-type: none"> <li>Prior authorization requests: Phone BCN Clinical Pharmacy Help Desk at 1-800-437-3803 / Fax 1-877-442-3778</li> <li>Claims processing inquiries (for pharmacies): Phone Express Scripts<sup>®</sup> Pharmacy Help Desk at 1-800-922-1557</li> </ul>
Physical, occupational and speech therapy // physical medicine services (chiropractors) – not related to autism	<ul style="list-style-type: none"> <li>OT and PT (evaluation and first visit) / ST (evaluation only) / physical medicine services by chiropractors (first visit): Submit through Provider Secured Services &gt; BCN e-referral. (Call Care Management at 1-800-392-2512 for urgent requests only.)</li> <li>All subsequent visits: 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>
Provider enrollment and change requests	<ul style="list-style-type: none"> <li>Access forms at <a href="http://Provider Enrollment pages at bcbsm.com">Provider Enrollment pages at bcbsm.com</a></li> <li>Professional providers: Phone 1-800-822-2761 / Fax 1-866-900-0250 / CAQH Help Desk: Phone 1-888-599-1771</li> <li>Hospitals affiliated with both BCN / Blue Cross: Blue Cross phone 313-448-7892 / BCN phone 734-887-5415</li> <li>Hospitals, nonhospital facilities, ancillary providers affiliated with BCN only: Contact your provider consultant</li> </ul>
Provider Inquiry	<ul style="list-style-type: none"> <li>Call PARS to reach Provider Inquiry. See the PARS phone numbers in the "Benefits and eligibility" row.</li> <li>Provider Inquiry fax numbers. For BCN HMO: 248-799-6969. For BCN Advantage: 1-866-364-0080.</li> </ul>
Provider Outreach	<ul style="list-style-type: none"> <li>Contact your provider consultant directly. To identify your consultant and get his or her contact information, visit <a href="http://bcbsm.com/providers">bcbsm.com/providers</a> and click <a href="#">Contact Us</a> 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>
Quality Management	<ul style="list-style-type: none"> <li>Email: <a href="mailto:BCNQIQuestions@bcbsm.com">BCNQIQuestions@bcbsm.com</a> / Phone: 248-350-6242</li> </ul>
Radiology, cardiology, interventional pain management and radiation therapy management	<ul style="list-style-type: none"> <li>eviCore healthcare reviews select radiology, cardiology, interventional pain management and radiation therapy procedures for BCN. Submit online at <a href="http://www.evicore.com">www.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>
Travel and guest member services	<ul style="list-style-type: none"> <li>BlueCard<sup>®</sup> – Blue Cross members from other states traveling in MI: Check membership, eligibility at 1-800-676-2583</li> <li>Away From Home Care<sup>®</sup> – 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>