



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

# Provider Inquiry Contact Information

For BCN HMO<sup>SM</sup> (commercial) and BCN Advantage<sup>SM</sup>

## Behavioral Health

For...	During business hours...*	After business hours...*
Physician-to-physician review of determination (Physician Review Line)	Phone: 1-877-293-2788	Phone: 1-800-482-5982
Member with BCN coverage who is a Blue Cross employee	Phone: 1-888-265-4703 Fax: 1-844-318-5145	Calls are serviced only during ombudsman business hours.
Member with BCN HMO coverage who is not a Blue Cross employee	Phone: 1-800-482-5982 Fax: 1-866-364-7145	Phone: 1-800-482-5982
Member with BCN Advantage coverage	Phone: 1-800-431-1059 Fax: 1-866-364-7145	Phone: 1-800-431-1059
Member with Blue Cross Complete coverage	For more information about Blue Cross Complete, visit <a href="http://MiBlueCrossComplete.com/providers">MiBlueCrossComplete.com/providers</a>	

\*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.

## Other Than Behavioral Health

For...	During business hours...	After business hours...
Member with BCN coverage who is a Blue Cross employee	Phone: 1-888-265-4703 Fax: 1-844-318-5145	Calls are serviced only during business hours (Monday through Friday — except holidays — from 8:30 a.m. to 5 p.m.).
Member with BCN HMO or BCN Advantage coverage who is not a Blue Cross employee	Call the appropriate PARS (Provider Automated Response System) number: <ul style="list-style-type: none"> <li>Professional providers: 1-800-344-8525</li> <li>Facility providers: 1-800-249-5103</li> <li>Vision and hearing services providers: 1-800-482-4047</li> </ul> Provider Inquiry fax numbers: <ul style="list-style-type: none"> <li>For BCN HMO: 248-799-6969</li> <li>For BCN Advantage: 1-866-364-0080</li> </ul>	PARS is available 24 hours a day, seven days a week. However, providers can be connected with a Provider Inquiry representative only during business hours (Monday through Friday — except holidays — from 8 a.m. to 5 p.m.).
Member with Blue Cross Complete coverage	For more information about Blue Cross Complete, visit <a href="http://MiBlueCrossComplete.com/providers">MiBlueCrossComplete.com/providers</a>	