

Behavioral Health

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: 1-844-318-5145	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: 1-866-364-7145	Phone: 1-800-482-5982
Member with BCN Advantage SM 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 MiBlueCrossComplete.com/providers	

*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 BCBSM or BCN employee	Phone: 1-888-265-4703 Fax: 1-844-318-5145	Calls are serviced only during ombudsman business hours.
Member with BCN coverage who is not a BCBSM or BCN employee	Phone: 1-800-255-1690 Fax: 248-799-6969	Calls are serviced only during business hours.
Member with BCN Advantage SM coverage	Phone: 1-800-255-1690 Fax: 1-866-364-0080	Calls are serviced only during business hours.
Member with Blue Cross Complete coverage	For more information about Blue Cross Complete, visit MiBlueCrossComplete.com/providers	

**Business hours for non-Behavioral Health services are Monday through Friday (except holidays) from 8 a.m. to 5 p.m. except:

- The ombudsman phone number (1-888-265-4703) is open from 8:30 a.m. to 5 p.m.
- The non-ombudsman phone number for BCN and BCN Advantage members (1-800-255-1690) is closed from noon to 1 p.m.