

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 SM 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 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 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	<p>Call the appropriate PARS (Provider Automated Response System) number:</p> <ul style="list-style-type: none"> All professional and facility providers inquiring about Medicare Advantage members (including BCN Advantage members): 1-866-309-1719 Professional providers inquiring about non-Medicare Advantage members: 1-800-344-8525 Facility providers inquiring about non-Medicare Advantage members: 1-800-249-5103 All vision and hearing services providers, for any member: 1-800-482-4047 <p>Provider Inquiry fax numbers:</p> <ul style="list-style-type: none"> For BCN HMO: 248-799-6969 For BCN Advantage: 1-866-364-0080 	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 MiBlueCrossComplete.com/providers	