



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

Provider Inquiry Contact Information

For BCN commercial and BCN AdvantageSM

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	Calls are serviced only during ombudsman business hours (Monday through Friday — except holidays — 8 a.m. to 6 p.m.).
Member with BCN commercial coverage who is not a Blue Cross employee	Phone: 1-800-482-5982	Phone: 1-800-482-5982
Member with BCN Advantage coverage	Phone: 1-800-431-1059	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) 8 a.m. to 5 p.m. They are closed 12 noon to 1 p.m. except for member emergencies.

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	Calls are serviced only during ombudsman business hours (Monday through Friday — except holidays — 8 a.m. to 6 p.m.).
Member with BCN commercial or BCN Advantage coverage who is not a Blue Cross employee	<p>Call the appropriate Provider Inquiry number:</p> <ul style="list-style-type: none"> Professional providers: 1-800-344-8525 Facility providers: 1-800-249-5103 Vision and hearing services providers: 1-800-482-4047 <p>Providers can be connected with a Provider Inquiry representative Monday through Friday (except holidays), during these business hours: 8 a.m. to 5 p.m. (closed 12 noon to 1 p.m.).</p>	The automated response system is available 24 hours a day, seven days a week.
Member with Blue Cross Complete coverage	For more information about Blue Cross Complete, visit MiBlueCrossComplete.com/providers .	