

# BCN *Provider Resource Guide*

Behavioral Health  
Benefits and Eligibility  
Care Management  
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PT, OT and ST  
Provider Consultants  
Provider Enrollment and  
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## Welcome to the BCN Provider Resource Guide!

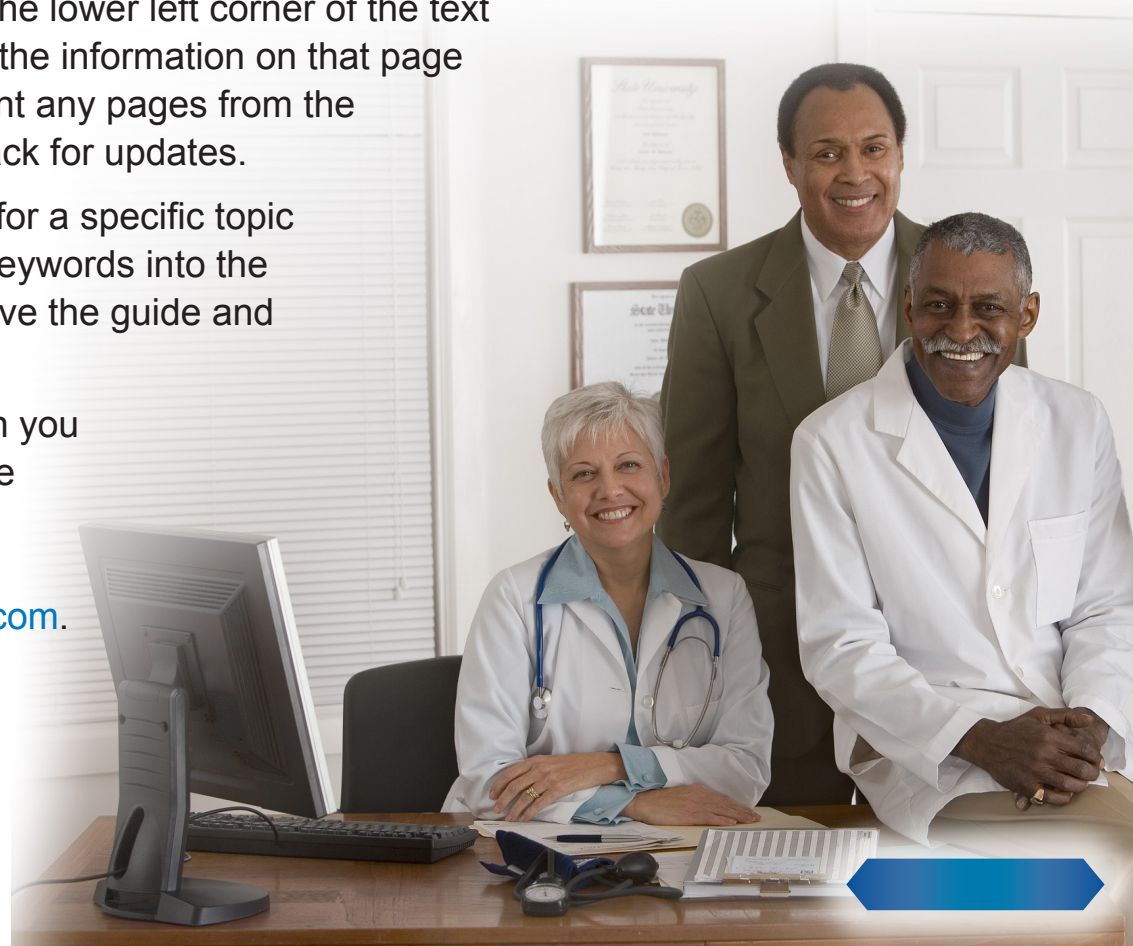
In this guide you will find contact information for many of the services that BCN offers and for the functions you most frequently perform in servicing BCN members.

Use the navigation bar at the left to go directly to the information for specific topics. Use the Next and Previous buttons at the lower right to navigate forward or backward in the document.

The pages in this guide are updated on an as-needed basis. The date shown in the lower left corner of the text reflects the date on which the information on that page was last revised. If you print any pages from the guide, be sure to check back for updates.

You can search the guide for a specific topic by inserting one or more keywords into the Find field immediately above the guide and pressing Enter.

If there is other information you feel should be added to the guide, be sure to let us know by contacting us at [BCNProvComm@bcbsm.com](mailto:BCNProvComm@bcbsm.com).



# Behavioral Health (Mental Health / Substance Use Disorders)

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Primary care physicians are not responsible for arranging, referring or authorizing behavioral health services. Primary care physicians may, however, directly refer a member to a BCN-affiliated behavioral health provider. It is not necessary for the primary care physician to provide a written referral to the behavioral health provider. The behavioral health provider must contact the plan for an authorization. Primary care physicians may call BCN Behavioral Health for assistance in arranging behavioral health services for a BCN member.

Members in need of behavioral health services may either contact an affiliated behavioral health provider directly or call the telephone number located on the back of their member identification card.

**Mailing address (for claims)**  
BCN HMO<sup>SM</sup> / BCN Advantage<sup>SM</sup>  
Behavioral Health Department  
P.O. Box 68753  
Grand Rapids, MI 49516-8753

## Provider Inquiry - 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 answered only during ombudsman business hours.
Member with BCN 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 <sup>SM</sup> coverage	Phone: 1-800-431-1059 Fax: 1-866-364-7145	Phone: 1-800-431-1059
Member with coverage through Blue Cross Complete of Michigan	Phone: 1-888-312-5713 Fax: 1-888-987-6395	Phone: 1-888-312-5713
	For more information about Blue Cross Complete, visit <a href="http://MiBlueCrossComplete.com/providers">MiBlueCrossComplete.com/providers</a> .	

\*Business hours for BCN Behavioral Health are Monday – Friday (except holidays) 8 a.m. to 5 p.m. except for the ombudsman phone (1-888-265-4703), which is open 8:30 a.m. to 5 p.m.

Note: For provider inquiry information related to questions other than behavioral health services, refer to the [Provider Inquiry \(non-behavioral health\)](#) page in this guide.

### Web

- For information on authorizations:  
Visit [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com) > BCN > [Behavioral Health](#).
- For additional information on behavioral health services:  
Visit [bcbsm.com/providers](http://bcbsm.com/providers) > Login > BCN Provider Publications and Resources > Behavioral Health.

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Providers can use one of the methods outlined on this page to check a member's:

- Eligibility
- Benefits
- Copayments and deductibles
- Primary care physician assignment

## web-DENIS

Computer-based system

### Telephone

To activate or for technical assistance: 1-877-258-3932

### Business hours

Monday – Friday (except holidays)  
8 a.m. to 8 p.m.

### Web

- To register:  
Visit [bcbsm.com/providers](http://bcbsm.com/providers) > [Provider Secured Services](#).  
Select the appropriate provider type under the “Michigan providers and facilities: How to get access” heading and follow the instructions.
- To log in:  
Visit [bcbsm.com/providers](http://bcbsm.com/providers) > LOGIN > web-DENIS.

## Pharmacy

For pharmacy inquiries related to benefits / eligibility, see the [Provider Inquiry](#) page in this guide.

### Web

Visit [bcbsm.com/providers](http://bcbsm.com/providers) > Quick Links > [Pharmacy Services](#).

## PARS

Automated telephone system

### Telephone

- All providers, for BCN Advantage members:  
1-866-309-1719
- Facilities in Michigan, for BCN HMO members:  
1-800-249-5103
- Professional providers in Michigan, for BCN HMO members: 1-800-344-8525
- Hearing / vision providers, for all members: 1-800-482-4047
- Providers outside Michigan: 1-800-676-2583

### Business hours

24 hours per day / 7 days per week

### Web

Visit [bcbsm.com/providers](http://bcbsm.com/providers) > Contact us (under Help) > [Provider Automated Response System \(PARS\)](#).

## Provider Inquiry

Find Provider Inquiry and PARS phone and fax numbers for all products on the [Provider Inquiry Contact Information](#) list.

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Care Management performs the following services:

- Case, chronic condition and utilization management, including:
  - Acute IP admissions / concurrent reviews (Facilities are required to notify BCN within one business day of an acute inpatient admission.)
  - Rehabilitation admissions
  - SNF and LTACH admissions
  - Home care services (out-of-network requests for all members; in-network requests for URMBT members only)
  - Home TPN and enteral feedings
- Note: All requests must include clinical information.
- Referral management
- Review of potential quality variances and serious adverse events
- Transplant evaluations
- Social work services
- Review of provider appeals

Call After Hours Care Manager (1-800-851-3904) to:

- Determine alternatives to inpatient admissions
- Arrange for DME and for emergent home health/ home infusion services and in-home pain control
- Plan / coordinate / authorize emergent discharges
- Initiate an expedited provider appeal
- Discuss urgent / emergent determinations with a plan medical director

Note: Refer to other pages in this guide for Care Management information related to [behavioral health](#), [DME and P&O](#) (during business hours), and [laboratory services](#) that are not delivered in an ER or a physician office.

## Telephone / fax numbers

For...	Contact information
Requests for IP admissions (with clinical information)	Phone: 1-855-724-4285 Fax: 1-866-526-1326 or 1-866-313-8433
Requests for home care services (with clinical information)	Phone: 1-800-392-2512 Fax: 1-866-526-1326 or 1-866-313-8433
Requests for SNF / rehab / LTACH services (with clinical information)	Phone: 1-855-724-4286 Fax: 1-866-534-9994
Other requests for clinical review (with clinical information)	Phone: 1-800-392-2512 Fax: 1-800-675-7278
Expedited provider appeals	Phone: 248-799-6312
Provider requests for criteria	Phone: 248-799-6312 (during business hours)
Reaching Care Management staff	Phone: 1-800-392-2512

## Other contact information

### ***Mailing address for general inquiries***

Blue Care Network, Care Management  
Mail Code C336 — P.O. Box 5043  
Southfield, MI 48086-5043

### ***Mailing address for appeals***

Blue Care Network  
ATTN: Provider Appeals, Care Management  
Mail Code C336 — P.O. Box 5043  
Southfield, MI 48086-5043

### ***Web***

Visit [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com) > BCN > [Clinical Review & Criteria Charts](#).

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Call the BCN Chronic Condition Management department for information about the following programs:

- Asthma
- Chronic obstructive pulmonary disease
- Depression
- Diabetes
- Heart disease
- Heart failure
- Kidney health management

**Telephone**

1-800-392-4247

**Business hours**

Monday – Friday (except holidays), 8:30 a.m. to 5 p.m.

**Mailing address**

Blue Care Network  
Chronic Condition Management Department  
Mail Code C336  
P.O. Box 5043  
Southfield, MI 48086-5043

**Web**

Visit [bcbsm.com](http://bcbsm.com) > Health and Wellness (under For Members) > Learn More (under Chronic Condition Management) > [Chronic condition management programs](#) (under Blue Care Network).

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You can use this information to:

- Submit claims electronically through Electronic Data Interchange
- Submit hard-copy professional claims on CMS-1500 forms to the address shown on this page
- Submit hard-copy facility claims on UB-04 forms to the address shown on this page.

To inquire about a claim, do one of the following:

- Check claims status through the computer-based web-DENIS system or by calling PARS.
- Call the appropriate Provider Inquiry telephone number.
- Send written inquiries about claims to the appropriate address on this page.

Note: Some BCN services have a separate mailing address for claims. See other pages in this guide for information on [Behavioral Health](#); [Travel and Guest Member Services](#); [DME and P&O](#); and [Laboratory Services](#) (for claims that are not delivered in an ER or a physician office).

## EDI (electronic data interchange) submission

Telephone: 1-800-542-0945, for assistance in submitting claims electronically

Monday – Friday (except holidays)  
8 a.m. to 4:30 p.m.

Visit [bcbsm.com/providers](http://bcbsm.com/providers) > Quick Links > [Electronic Connectivity \(EDI\)](#).

## Paper claim (and written inquiry) submission

BCN Claims  
P.O. Box 68710  
Grand Rapids, MI 49516-8710

BCN Advantage Claims  
P.O. Box 68753  
Grand Rapids, MI 49516-8753

For information about Blue Cross Complete, visit [MiBlueCrossComplete.com/providers](http://MiBlueCrossComplete.com/providers)

## Accessing claims information via web-DENIS

For claims tracking, PCP claims summaries, nonpayment code descriptions, claims histories, and contract eligibility, benefit and claims information:

Telephone: 1-877-258-3932, for assistance (Help Desk)

Monday – Friday (except holidays)  
8 a.m. to 8 p.m.

Visit [bcbsm.com/providers](http://bcbsm.com/providers) > [Provider Secured Services](#).

## Accessing claims information via PARS

To check the status of a claim or to discuss a Remittance Advice, call PARS. See the [Benefits and Eligibility](#) page in this guide for the phone numbers to call.

## Provider Inquiry

Find Provider Inquiry and PARS phone and fax numbers for all products on the [Provider Inquiry Contact Information](#) list.

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To report other insurance for a member or to inquire about coverage when BCN is the secondary carrier, call BCN's COB department.

### **Telephone**

Call 1-800-808-6321 and follow the prompts for:

- Other Party Liability (OPL), that is, for auto and workers' compensation
- Other Carrier Liability (OCL), that is, for other health carriers and for Medicare unrelated to BCN Advantage, BCN 65 and MyBlue Medigap<sup>SM</sup>

### **Business Hours**

Monday – Friday (except holidays), 8 a.m. to 5 p.m.

### **Mailing address**

Blue Care Network  
COB Department  
Mail Code G901  
611 Cascade West Parkway S.E.  
Grand Rapids, MI 49546-2143

### **Web**

Visit [bcbsm.com](http://bcbsm.com) > FAQs (under Help) > More Understanding My Benefits FAQs (under Understanding my benefits) > [What is coordination of benefits?](#)

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Members should refer to the contact information on the back of their ID card or access information at [bcbsm.com](http://bcbsm.com) > Contact Us > [Blue Care Network members](#).

Note: For customer service information related to behavioral health, refer to the [Behavioral Health](#) page in this guide.

### **Blue Cross Complete Customer Service**

For information about Blue Cross Complete Customer Service, visit [MiBlueCrossComplete.com](http://MiBlueCrossComplete.com) and click [Contact Us](#).

*The information shown on this page is for members.*

### **BCN commercial Customer Service**

**Telephone, for members with individual coverage**  
1-888-227-2345

**Telephone, for members with group coverage**

U-M Premier Care:  
1-800-658-8878  
URMBT: 1-800-222-5992  
Other: 1-800-662-6667

**TTY for all members: 711**

### **Business hours**

Monday – Friday  
(except holidays)  
8 a.m. to 5:30 p.m.

### **Mailing address**

BCN Customer Service  
P.O. Box 68767  
Grand Rapids, MI  
49516-8767

### **Web**

Visit [bcbsm.com](http://bcbsm.com) > Contact Us > [Blue Care Network members](#).

### **BCN Advantage Customer Service**

**Telephone, for members with group or individual coverage**  
URMBT: 1-800-222-5992  
Other: 1-800-450-3680

**TTY for all members: 711**

### **Mailing address**

BCN Advantage Customer Service  
Mail Code C103  
P.O. Box 5043  
Southfield, MI 48086

### **Web**

Visit [bcbsm.com](http://bcbsm.com) > Contact Us > [Medicare and Medigap members](#).



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For outpatient durable medical equipment, medical supplies and prosthetics and orthotics, BCN contracts with different vendors, depending on the member's plan or product and the type of item. Refer to the information on this page to identify the appropriate vendor.

## **BCN and BCN Advantage**

### **Diabetic supplies**

#### **Vendor**

J&B Medical Supply

#### **Telephone**

Voice: 1-888-896-6233

TTY: 1-800-737-0084

#### **Fax**

1-800-737-0012

#### **Business hours**

Monday – Friday  
8 a.m. to 5 p.m.

#### **Mailing address**

J&B Medical, Inc.  
50496 West Pontiac Trail  
Wixom, MI 48393

#### **Web**

Visit [jandbmedical.com](http://jandbmedical.com).

### **Nondiabetic DME, medical supplies, and P&O**

#### **Vendor**

Northwood, Inc.

#### **Telephone**

Voice: 1-800-393-6432

TTY: 1-800-611-0735

#### **Fax**

586-755-3878

#### **Business hours**

Monday – Friday  
8:30 a.m. to 5 p.m.

#### **Mailing address**

Northwood, Inc.  
7277 Bernice  
Center Line, MI 48015

#### **Web**

Visit [northwoodinc.com](http://northwoodinc.com).

Note: Call Northwood to identify a contracted supplier. The supplier submits the request to Northwood for review.

## **Blue Cross Complete**

For Blue Cross Complete vendor contact information, see the *Blue Cross Complete Provider Manual* at [MiBlueCrossComplete.com/providers](http://MiBlueCrossComplete.com/providers)

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## Healthy living information through Blue Cross Health & Wellness

The Blue Cross Health & Wellness program, powered by WebMD®, is available 24 hours a day, every day, through [bcbsm.com](http://bcbsm.com).

This online service offers information on health and wellness as well as helpful online tools and resources.

Through Blue Cross Health & Wellness, members can use the following resources:

- Health assessment
- Digital Health Assistant
- WebMD Health Record
- Messaging
- WebMD Weigh Today<sup>SM</sup>
- Device and app integration
- Health trackers
- WebMD message board exchange
- WebMD tobacco cessation coaching

## BCN Chronic Condition Management department

### **Telephone**

1-800-392-4247

### **Business hours**

Monday – Friday (except holidays), 8:30 a.m. to 5 p.m.

### **Web**

Visit [bcbsm.com](http://bcbsm.com) > Health and Wellness (under For Members) > Learn More (under Chronic condition management) > [Chronic condition management programs](#) (under Blue Care Network).

### **Mailing address**

#### **BCN Chronic Condition Management**

Mail Code C336  
P.O. Box 5043  
Southfield, MI 48086-5043

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Contact Joint Venture Hospital Laboratories, BCN's contracted provider for outpatient laboratory services, for the following:

Note: This applies to outpatient laboratory services in locations other than physician offices.

- To locate a client service center nearest you
- To inquire about billing
- To obtain test results
- To request materials

Note on facility claims: The following are payable by BCN:

- ER laboratory services
- Laboratory services for observation stays, when submitted on the observation claim. (Note: This does not apply to BCN Advantage.)

**Telephone**

1-800-445-4979

**Fax**

313-441-1668

**Business Hours**

Monday – Friday (except holidays), 8 a.m. to 4:30 p.m.

**Mailing address**

JVHL  
999 Republic Drive, Suite 300  
Allen Park, MI 48101

**Web**

Visit Joint Venture Hospital Laboratories at [jvhl.org](http://jvhl.org).

With this information you can:

- Access information on the formulary, including the quality interchange program, formulary alternatives, quantity limits, generic substitution and drug coverage
- Get help with pharmacy claims processing issues
- Inquire about and request prior authorization, benefit exception or urgent review of pharmacy services

This information applies to BCN and BCN Advantage members. For Blue Cross Complete pharmacy information, refer to the *Blue Cross Complete Provider Manual* at [MiBlueCrossComplete.com/providers](http://MiBlueCrossComplete.com/providers)

Note: The telephone numbers shown on this page are for providers only. Members should refer to the Customer Service contact information on the back of their member ID card.

## Pharmacy Help Desk

### **Business hours**

24 hours a day, 7 days a week

### **Web**

Visit [bcbsm.com/providers](http://bcbsm.com/providers) > Quick Links > [Pharmacy Services](#).

### **Prior authorization requests:**

BCN Clinical Pharmacy Help Desk  
Telephone: 1-800-437-3803  
Fax:

- For BCN commercial and BCN Service Company:  
1-877-442-3778
- For BCN Advantage:  
1-800-459-8027

### **Claims processing questions:**

Express Scripts® Pharmacy Services  
Help Desk  
Telephone: 1-800-922-1557

### **Benefit / eligibility questions related to pharmacy services:**

See the [Provider Inquiry](#) page in this guide.

## Mail-order options

### **For most medications**

- For new prescriptions, call Express Scripts® at 1-888-Easy-RX1 (1-888-327-9791) for a fax form.
- For refills, call Express Scripts customer service at 1-800-229-0832.

### **For specialty medications**

Walgreens Specialty Pharmacy, LLC  
Telephone: 1-866-515-1355  
Fax: 1-866-515-1356

## BCN Pharmacy Services Central Office

### **Mailing address**

BCN Pharmacy Services  
Mail Code C303  
P.O. Box 5043  
Southfield, MI 48086-5043

### **Web**

Visit [bcbsm.com/providers](http://bcbsm.com/providers) > Quick Links > [Pharmacy Services](#).

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BCN contracts with eviCore healthcare to provide care management for members receiving physical, occupational and speech therapy services in office and outpatient settings, including outpatient hospital settings. eviCore also manages physical medicine services delivered by chiropractors

Note: This information applies, in general, to BCN and BCN Advantage members. For Blue Cross Complete information, refer to the *Blue Cross Complete Provider Manual* at [MiBlueCrossComplete.com/providers](http://MiBlueCrossComplete.com/providers)

## Process

**For OT and PT (evaluation and first therapy visit) and ST (evaluation only) and physical medicine services by chiropractors (first visit)**

Submit the request through BCN's e-referral system. For urgent requests only, call BCN Care Management at 1-800-392-2512 to request authorization.

### For all subsequent visits

Request authorization from eviCore using one of these methods:

#### Online

- Log in to the secure portal at [LMhealthcare.com](http://LMhealthcare.com) > Providers > [Landmark Connect](#).
- Click on the eForms tab to access an electronic treatment plan authorization request. (Use the BCN-specific forms.)
- Complete the required forms and submit them electronically.

#### Fax

Print a copy of the treatment plan authorization request, complete it and fax it to eviCore at 1-888-565-4225.

## eviCore healthcare

### Customer Service

Telephone: 1-877-531-9139  
Fax: 1-888-565-4225  
Monday – Friday (except holidays)  
8 a.m. to 5 p.m.

### Quality Management

To request a copy of the clinical criteria or clinical judgment used in making a determination, or to submit an appeal:

eviCore healthcare  
ATTN: QM Department  
Clinical Director  
1610 Arden Way  
Suite 280  
Sacramento, CA 95815

Fax: 1-888-565-4225

### Web

Visit [LMhealthcare.com](http://LMhealthcare.com)  
Visit [evicore.com](http://evicore.com)

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Contact your Provider Outreach consultant to get help with:

- Contractual issues
- Recurring problems or unresolved issues
- Education and training on BCN policies, procedures and programs
- Discussion of primary group administration
- Changes in primary care physician acceptance codes
- Requests for coverage / on-call providers

Visit [bcbsm.com/providers](http://bcbsm.com/providers) > [Contact Us](#) (under Help). Click *Blue Care Network provider contacts*, under either the “Hospitals and facilities” or “Physicians and professionals” heading. Then click *Provider consultants*.

For primary care physicians in a medical care group, look on the list of [physician organization consultants](#) to find your consultant.

For other practitioners, review the [regional map for professional providers](#) or the [regional map for facilities](#). Click your region on the map to see a list of professional or facility consultants.

## East / Mid / Southeast

### East Michigan — Flint

Mail Code B258  
4520 Linden Parkway, Suite A  
Flint, MI 48507-2969

### Mid Michigan — Lansing

Mail Code L09C  
232 S. Capitol Ave.  
Lansing, MI 48933

### Southeast — Southfield

Mail Code H302  
P.O. Box 5043  
Southfield, MI 48086-5043

## West / Upper peninsula

### West Michigan — Grand Rapids

Mail Code G810  
611 Cascade West Parkway, S. E.  
Grand Rapids, MI 49546-2107

### West Michigan — Portage

Mail Code B230  
950 Trade Centre Way, Suite 110  
Portage, MI 49002

### West Michigan — Traverse City

Mail Code B210  
202 E. State St., Suite 200  
Traverse City, MI 48694

### Upper peninsula

Telephone: 1-866-497-7647  
Fax: 906-228-6588  
Mail Code B108  
415 McClellan Ave.  
Marquette, MI 49855-5506

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The process and forms used in enrolling and updating information vary with the type of practitioner / provider and the specific Blue Cross and BCN -network affiliation.

All the necessary information is available at [bcbsm.com/providers](http://bcbsm.com/providers) > Quick Links > Enrollment, Changes and Access > [Enrollment and Changes](#).

To enroll with or update information for Blue Cross Complete, visit [MiBlueCrossComplete.com/providers](http://MiBlueCrossComplete.com/providers).

## For all professional providers (individual practitioners and practitioner groups)

and

## For nonhospital facilities and ancillary providers affiliated with both BCN and Blue Cross

**Telephone**  
1-800-822-2761

**Fax**  
1-866-900-0250

**Mailing address**  
Blue Cross Blue Shield of Michigan  
Provider Enrollment and Data Management  
Mail Code H200  
600 East Lafayette  
Detroit, MI 48226

## For hospitals affiliated with both BCN and Blue Cross

**Telephone**  
313-448-7892

**Fax**  
1-877-282-1496

**Mailing address**  
Blue Cross Blue Shield of Michigan  
Hospital Program  
Provider Contracting Department  
Mail Code 513F  
600 East Lafayette  
Detroit, MI 48226

## For hospitals, nonhospital facilities and ancillary providers affiliated with BCN only

Contact your [Blue Cross/BCN Provider Outreach](#) consultant.

- Behavioral Health
- Benefits and Eligibility
- Care Management
- Chronic Condition Management
- Claims
- Coordination of Benefits
- Customer Service
- DME, Medical Supplies and P&O
- Health & Wellness
- Laboratory Services
- Pharmacy Services
- PT, OT and ST
- Provider Consultants
- Provider Enrollment and Change Requests
- Provider Inquiry
- Quality Management
- Travel and Guest Member Services

Contact Provider Inquiry to get help with general questions such as:

- Claim inquiries
- Member benefits information
- Primary care physician assignments

## BCN HMO and BCN Advantage Provider Inquiry

### **Mailing address**

Blue Care Network  
General Correspondence  
P.O. Box 68827  
Grand Rapids, MI 49516-8827

### **Web**

Visit [bcbsm.com/providers](http://bcbsm.com/providers) >  
Contact us (under Help) > [Blue Care Network Provider Contacts](#).  
Click on Provider Inquiry.

## Blue Cross Complete Provider Inquiry

For information on Blue Cross Complete, visit [MiBlueCrossComplete.com/providers](http://MiBlueCrossComplete.com/providers)

## Provider Inquiry phone and fax numbers – all products

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 answered only during ombudsman business hours (Monday through Friday — except holidays — 8:30 a.m. to 5 p.m.).
Member with BCN HMO coverage who is not a Blue Cross employee	Call the appropriate PARS (Provider Automated Response System) number: <ul style="list-style-type: none"> <li>• All providers, for BCN Advantage members: 1-866-309-1719</li> <li>• Facilities in Michigan, for BCN HMO members: 1-800-249-5103</li> <li>• Professional providers in Michigan, for BCN HMO members: 1-800-344-8525</li> <li>• Hearing / vision providers, for all members: 1-800-482-4047</li> <li>• Providers outside Michigan: 1-800-676-2583</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 BCN Advantage coverage	<ul style="list-style-type: none"> <li>• Provider Inquiry fax numbers: <ul style="list-style-type: none"> <li>• BCN HMO: 248-799-6969</li> <li>• BCN Advantage: 1-866-364-0080</li> </ul> </li> </ul>	

Note: For provider inquiry information related to behavioral health services, refer to the [Behavioral Health](#) page in this guide.



Behavioral Health  
Benefits and Eligibility  
Care Management  
Chronic Condition  
Management  
Claims  
Coordination of Benefits  
Customer Service  
DME, Medical Supplies  
and P&O  
Health & Wellness  
Laboratory Services  
Pharmacy Services  
PT, OT and ST  
Provider Consultants  
Provider Enrollment and  
Change Requests  
Provider Inquiry  
Quality Management  
Travel and Guest Member  
Services

BCN Quality Management oversees activities related to:

- Quality of care / service concerns
- Clinical practice and preventive care guidelines
- Coordination of accreditation and regulatory standards
- HEDIS®\* measures and initiatives
- Physician / provider medical record reviews
- Facility reviews
- Physician office education
- Quality outcome measures
- Health promotion / education (including worksite wellness programs, community health fairs)
- Risk management

**Email**

[BCNQIQuestions@bcbsm.com](mailto:BCNQIQuestions@bcbsm.com)

**Telephone**

248-350-6242

**Business hours**

Monday – Friday, 8 a.m. to 4:30 p.m.

**Mailing address for quality management issues**

Blue Care Network  
Quality Management  
Mail Code H311  
P.O. Box 5043  
Southfield, MI 48076-5043

\*HEDIS® is a registered trademark of the National Committee for Quality Assurance.

Behavioral Health  
Benefits and Eligibility  
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Services

For both the BlueCard® and Away from Home Care® programs, use the contact information on this page to:

- Check eligibility
- Obtain benefit information
- Submit claims

## BlueCard

For all plans and products, members use the BlueCard program for health care needs when traveling out of state. Out-of-state Blue Cross Blue Shield members traveling in Michigan also access urgent and follow-up services through BlueCard.

### **Business hours**

7 days a week, 24 hours a day

### **Telephone**

- To check membership and eligibility, call 1-800-676-BLUE (2583).
- To find a provider, call 1-800-810-BLUE (2583) or go to [bcbs.com](http://bcbs.com) and click on the Find a Doctor or Hospital link.

### **Mailing address – professional claims**

Blue Cross Blue Shield of Michigan  
Claims  
P.O. Box 312500  
Detroit, MI 48231-2500

### **Mailing address – facility claims**

Blue Cross Blue Shield of Michigan  
Claims  
P.O. Box 310166  
Detroit, MI 48231-0166

## Away from Home Care

BCN's Away From Home Care program provides guest membership services when a Blue Cross Blue Shield HMO member from another state lives in Michigan for 90 consecutive days or longer.

### **Business hours**

Monday – Friday (except holidays)  
8:30 a.m. to 5 p.m.

### **Telephone**

- For all AFHC benefit and eligibility questions and to access non-behavioral health services, call the AFHC coordinator at 1-877-465-5122 during business hours.
- To access behavioral health services, call Behavioral Health Provider Inquiry at 1-800-482-5982

### **Mailing address**

BCN Away From Home Care Unit  
Mail Code C245  
P.O. Box 5043  
Southfield, MI 48086-5043