

BCN *Provider Resource Guide*

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Chronic Condition Management
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Health & Wellness
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PT, OT and ST
Provider Enrollment and Change Requests
Provider Inquiry
Provider Outreach
Quality / Population Health
Travel and Guest Member Services
Utilization Management

Welcome to the BCN Provider Resource Guide!

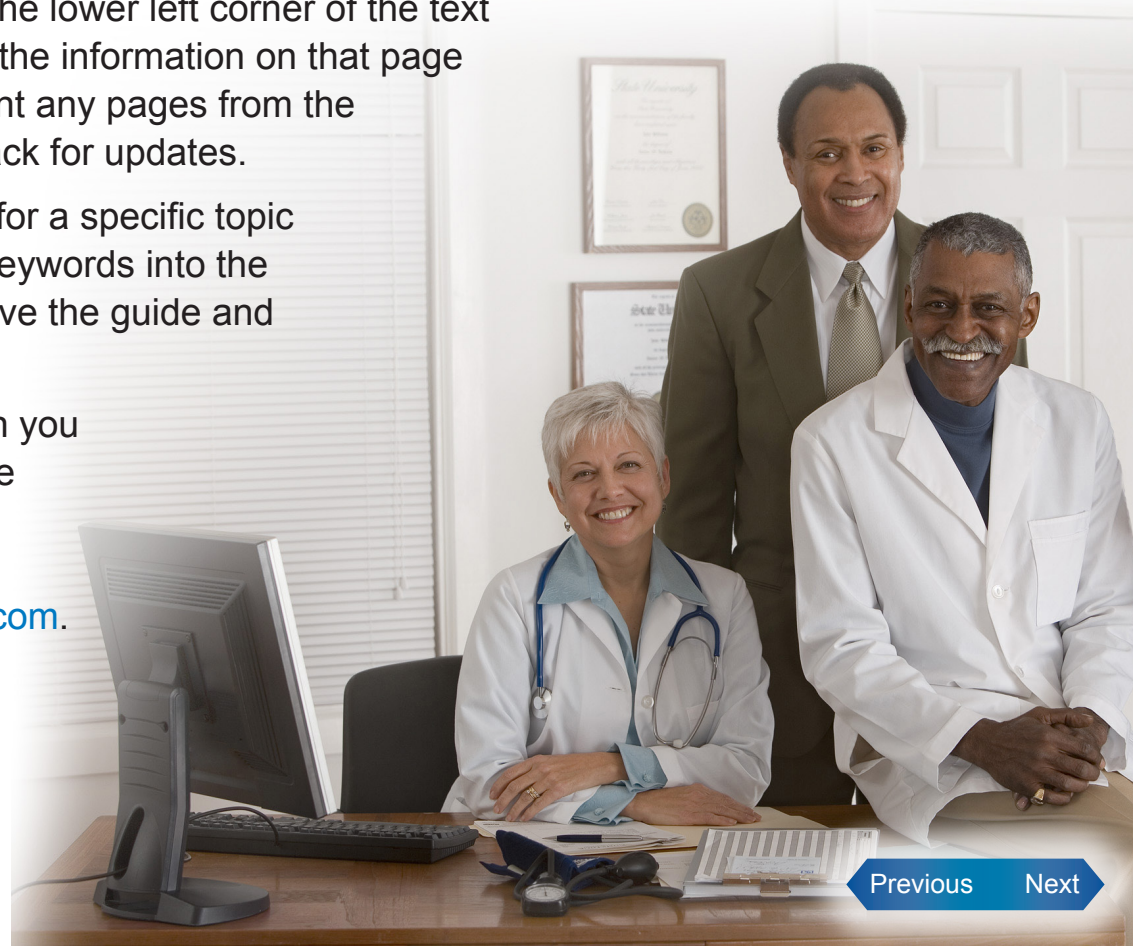
In this guide you will find contact information for many of the services that BCN offers and for the functions you most frequently perform in caring for BCN members.

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.



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 HMOSM / BCN AdvantageSM
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 SM 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 MiBlueCrossComplete.com/providers .	

*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 > BCN > [Behavioral Health](#).
- For additional information on behavioral health services:
Visit 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 > [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 > LOGIN > web-DENIS.

Pharmacy

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

Web

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

Provider Inquiry

Telephone

- Facility providers:
1-800-249-5103
- Professional providers:
1-800-344-8525
- Hearing / vision providers:-
1-800-482-4047

Business hours

The automated response system is available 24 hours per day / 7 days per week.

Web

Visit bcbsm.com/providers > [Contact us](#) (at the top). Click the desired link under either the “Hospitals and facilities” or the “Physicians and professionals” heading.

In addition, find Provider Inquiry phone numbers and fax numbers for all products on the [Provider Inquiry Contact Information](#) list.

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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

Telephone

1-800-775-2583

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 > 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.
- 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, medical supplies and P&O](#); and [laboratory services](#) not delivered in an emergency department 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 > 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

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 > [Provider Secured Services](#).

Accessing claims information via Provider Inquiry

To check the status of a claim or to discuss a Remittance Advice, call Provider Inquiry. See the [Provider Inquiry](#) page in this guide.

You can also find Provider Inquiry 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 MedigapSM

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 > 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 > 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 and click [Contact Us](#).

The information shown on this page is for members.

BCN HMO (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
UAW Medical Benefits Trust:
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 > Contact Us > [Blue Care Network members](#).

BCN Advantage Customer Service

Telephone, for members with group or individual coverage
UAW Medical Benefits Trust:
1-800-222-5992
Other: 1-800-450-3680

TTY for all members: 711

Business hours

Monday – Friday
8 a.m. to 8 p.m.,
with weekend hours available Oct. 1
through March 31

Mailing address

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

Web

Visit 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 HMO (commercial) and BCN Advantage

Diabetic supplies (not including diabetic shoes and inserts)

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.

DME and P&O (including diabetic shoes and inserts)

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.

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

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.

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 TodaySM
- 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 > 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.

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

For drugs covered under the medical benefit, refer to BCN's [Medical Benefit Drugs - Pharmacy](#) page at ereferrals.bcbsm.com.

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

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

Prior authorization requests

Telephone: 1-800-437-3803

Fax:

- For BCN HMO (commercial), including self-funded plans: 1-877-442-3778
- For BCN Advantage: 1-800-459-8027

Mailing address -- BCN HMO (commercial)

BCN Pharmacy Help Desk
P.O. Box 321127-511F
Detroit, MI 48232-1127

Mailing address -- BCN Advantage

BCN Advantage Pharmacy Help Desk
Mail Code 1610
P.O. Box 32877
Detroit, MI 48232-1127

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

Other information

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.

Web

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

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 HMO and BCN Advantage members. For Blue Cross Complete information, refer to the *Blue Cross Complete Provider Manual* at 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 Utilization 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 > 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
Visit evicore.com

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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 > Quick Links > Enrollment, Changes and Access > [Enrollment and Changes](#).

To enroll with or update information for Blue Cross Complete, visit MiBlueCrossComplete.com/providers.

For all providers

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

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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 > [Contact us](#) (at the top). Click the desired link under either the “Hospitals and facilities” or the “Physicians and professionals” heading.

Blue Cross Complete Provider Inquiry

For information on Blue Cross Complete, visit 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 or BCN Advantage coverage who is not a Blue Cross employee	Call the appropriate Provider Inquiry number: <ul style="list-style-type: none"> • Facilities in Michigan: 1-800-249-5103 • Professional providers in Michigan: 1-800-344-8525 • Hearing / vision providers: 1-800-482-4047 Provider Inquiry fax numbers: <ul style="list-style-type: none"> • BCN HMO: 248-799-6969 • BCN Advantage: 1-866-364-0080 	The automated response system 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.).

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

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Contact Provider Outreach 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 > [Contact Us](#) (at the top). Click the desired link under either the “Hospitals and facilities” or the “Physicians and professionals” heading.

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 BCN Quality and Population Health department 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

Telephone

248-455-2808

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 C330
P.O. Box 5043
Southfield, MI 48076-5043

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

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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 and click on the Find a Doctor 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 C225
P.O. Box 5043
Southfield, MI 48086-5043

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Utilization 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 UAW Medical Benefits Trust 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 Utilization Management information related to [behavioral health](#); [DME, medical supplies and P&O](#) (during business hours); and [laboratory services](#) not delivered in an emergency department 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 Utilization Management staff	Phone: 1-800-392-2512

Other contact information

Mailing address for general inquiries

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

Mailing address for appeals

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

Web

Visit ereferrals.bcbsm.com > BCN > [Authorization Requirements & Criteria](#).