



Nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association

Provider resource guide at a glance

[Blue Cross commercial](#)

[Medicare Plus BlueSM](#)

[BCN commercial and BCN AdvantageSM](#)

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This document provides contact information for Blue Cross Blue Shield of Michigan and Blue Care Network departments and contracted vendors.

Use these links to go directly to a section within this document:

- [Blue Cross commercial provider resources](#)
- [Medicare Plus Blue provider resources](#)
- [BCN commercial and BCN Advantage provider resources](#)

Blue Cross commercial provider resources

You can find additional information about Blue Cross provider resources in the Blue Pages Directory chapter of the *Blue Cross Commercial Provider Manual*.

To access the manual:

1. Log in to our provider portal (availity.com*).
2. Click *Payer Spaces* on the menu bar and then click the BCBSM and BCN logo.
3. Click the *Resources* tab.
4. Scroll down and click on *Provider manuals*.
5. Click the *Blue Cross commercial* link.

Blue Cross commercial	
Service	Contact information
Behavioral health	<ul style="list-style-type: none"> • Blue Cross and Blue Shield Federal Employee Program[®] members: Call New Directions at 1-800-342-5891 to refer for care. • MESSA members: Call 1-800-336-0022 to refer for care. • All other members: Call New Directions at 1-800-762-2382 to refer for care. • For all member benefit-related questions: Refer to the Provider Inquiry row later in this table.
Benefits and eligibility	<ul style="list-style-type: none"> • Availity: Log in to our provider portal (availity.com*). For Availity access or technical assistance, call 1-800-AVAILITY (282-4548). • Provider Inquiry: Refer to the Provider Inquiry row later in this table.
Blue Cross [®] Coordinated Care	<p>To refer a patient for care management services:</p> <ul style="list-style-type: none"> • Federal Employee Program members: Call 1-800-775-2583. • MESSA members: Call 1-800-441-4626. • All other members: Call 1-800-845-5982.

Blue Cross commercial	
Service	Contact information
Blue Cross Health & Well-Being SM	<ul style="list-style-type: none"> • All users: Call 1-800-775-BLUE (2583). • TTY users (only): Call 711.
Claims	<ul style="list-style-type: none"> • Questions about electronic billing or enrollment: Call the EDI help desk at 1-800-542-0945. • For Availity access or technical help: Call 1-800-AVAILITY (282-4548). • Check claim status using our automated response system: See the Provider Inquiry row later in this table.
DME, medical supplies, and P&O	Refer to the Provider Inquiry row later in this table.
Laboratory	Capitated laboratory program: Call Quest Diagnostics at 1-866-697-8378.
Medical oncology and supportive care drugs	AIM Specialty Health[®] manages authorizations for select medical oncology and supportive care drugs for all Blue Cross commercial fully insured members and for select self-funded groups: See the Blue Cross AIM-Managed Procedures page for additional information.
Pharmacy Services	<ul style="list-style-type: none"> • Pharmacy Services Clinical Help Desk: Call 1-800-437-3803. • Walgreens Specialty Pharmacy: Call 1-866-515-1355. • Pharmacy benefit manager: Call 1-800-437-3803.
Provider enrollment and change requests	<ul style="list-style-type: none"> • Access forms: Join Our Provider Network page at bcbsm.com • All providers: Call 1-800-822-2761 / Fax 1-866-900-0250 / CAQH Help Desk: Call 1-888-599-1771.
Provider Inquiry	<p>Use Provider Inquiry to receive claims, benefits and eligibility information, 24 hours a day, seven days a week. Plus, you can speak to a representative during regular business hours. (Refer to the Blue Pages Directory chapter of the <i>Blue Cross PPO Provider Manual</i> for hours.)</p> <ul style="list-style-type: none"> • Physicians and other professional providers of care: Call 1-800-344-8525. • Hospital and facility providers: Call 1-800-249-5103. • Hearing and vision providers: Call 1-800-482-4047. • Dental care providers: Call 1-888-826-8152. • Federal Employee Program: Call 1-800-840-4505. • Blue Cross employees (only): Call 1-877-258-0167.
Provider Outreach	To find provider consultants: Visit bcbsm.com/providers > Help > Contact Us .

Blue Cross commercial	
Service	Contact information
Radiology management	AIM Specialty Health: Call 1-800-728-8008 or visit aimspecialtyhealth.com .
Travel and guest member services	BlueCard[®] for Blue Cross members from other states traveling in Michigan: Check membership and eligibility at 1-800-676-2583.

Medicare Plus Blue provider resources

For more detailed information about the topics in the following table, see the Blue Cross section of our ereferrals.bcbsm.com website and the [Medicare Plus Blue PPO Provider Manual](#).

Medicare Plus Blue	
Service	Contact information
Acute inpatient admissions	Submit and view prior authorization requests through our provider portal. Log in to availity.com *, click <i>Payer Spaces</i> and then click the BCBSM and BCN logo. On the Applications tab, you can click to access the e-referral system.
Behavioral health	<ul style="list-style-type: none"> • Submit and view prior authorization requests through our provider portal. Log in to availity.com*, click <i>Payer Spaces</i> and then click the BCBSM and BCN logo. On the Applications tab, you can click to access the e-referral system. • Behavioral Health department: Call 1-888-803-4960 for general assistance with behavioral health services • Medicare Plus Blue Behavioral Health Services: Call 1-877-293-2788 for criteria used to render decisions and to request a peer-to-peer conversation
Benefits and eligibility	<ul style="list-style-type: none"> • Availity: Log in to our provider portal (availity.com*). For Availity access or technical assistance, call 1-800-AVAILITY (282-4548). • Provider Inquiry: Call 1-866-309-1719.
Blue Cross Coordinated Care	For questions about our care management programs or to refer a patient for care management services, call Provider Inquiry at 1-866-309-1719.
Cardiology procedures — outpatient	Submit prior authorization requests through the AIM provider portal * or by calling the AIM Contact Center at 1-800-728-8008.

Medicare Plus Blue	
Service	Contact information
Claims	<ul style="list-style-type: none"> • Questions about electronic billing or enrollment: Call the EDI help desk at 1-800-542-0945. • Access claims information through our provider portal (availability.com*): Call 1-800-AVAILITY (282-4548) for access or for technical assistance. • Problems submitting medical claims: Call Provider Inquiry at 1-866-309-1719. • Problems submitting dental claims: Call 1-844-876-7917.
Coordination of benefits	If a member has primary coverage with another plan, submit a claim for payment to that plan first. The amount we will pay depends on the amount paid by the primary plan. We follow all Medicare secondary-payer laws.
DME, medical supplies and P&O	<ul style="list-style-type: none"> • To identify a contracted DME, prosthetic and orthotics supplier (including diabetic shoes and inserts): Call Northwood Inc. at 1-800-393-6432. • For diabetic supplies (except diabetic shoes and inserts): Call J&B Medical Supply at 1-888-896-6233.
Home health care (by home health care agencies)	Home health care requires authorization through CareCentrix® for episodes of care that start on or after June 1, 2021. This applies to home health agencies both inside and outside of Michigan. Refer to the Home health care: Quick reference guide for information on how to submit prior authorization requests.
Laboratory	<ul style="list-style-type: none"> • Quest Diagnostics: Call 1-866-MY-QUEST (1-866-697-8378). • LabCorp: Call 1-888-LabCorp (1-888-522-2677). • JVHL: Call 1-800-445-4979.
Medical management and quality improvement	Call Provider Inquiry at 1-866-309-1719 for questions about our care management programs. Nurse case managers may contact you directly to coordinate care and services.
Medical oncology and supportive care drugs	Submit prior authorization requests for medical oncology and supportive care medications through the AIM provider portal * or by calling the AIM Contact Center at 1-800-728-8008.
Musculoskeletal surgical procedures, including orthopedic, pain management and spinal procedures	Submit prior authorizations for orthopedic, pain management and spinal procedures through the TurningPoint provider portal , accessed through our provider portal. For more information regarding TurningPoint, see the Blue Cross Musculoskeletal Services page on our ereferrals.bcbsm.com website.

Medicare Plus Blue	
Service	Contact information
Oncology Management	See the “Medical oncology and supportive care drugs” row earlier in this table.
Pharmacy services	Pharmacy Services Clinical Help Desk: Call 1-800-437-3803.
Post-acute care	naviHealth healthcare manages authorizations. Refer to our Post-acute care services FAQ document for details.
Prescription Drugs Covered under the Pharmacy Benefit – Medicare Part D	To request prior authorization, call, fax, mail or submit requests via an electronic prior authorization, or ePA tool. You can use CoverMyMeds^{®*} and other free ePA tools such as Surescripts^{®*} or ExpressPAth^{®*} to submit prior authorization requests for most pharmacy benefit drugs.
Professional and facility enrollment	To join our provider network, visit bcbsm.com/providers/network .
Provider Inquiry	<ul style="list-style-type: none"> • For non-behavioral health: Call 1-866-309-1719. • For behavioral health: Call 1-888-803-4960 or fax 1-866-315-0442.
Provider consultants	To find provider consultants, go to bcbsm.com/providers > Help > Contact Us .
Radiation oncology services	Obtain prior authorization for outpatient radiation oncology services for Medicare Plus Blue members who reside in Michigan and use Michigan providers: <ul style="list-style-type: none"> • Submit requests to the eviCore provider portal.* • For clinically urgent requests, call 1-855-774-1317 or fax to 1-800-540-2406.
Radiology procedures (high technology)	Submit prior authorization requests through the AIM provider portal * or by calling the AIM Contact Center at 1-800-728-8008.
Sleep study services – in-lab	Submit prior authorization requests through the AIM provider portal * or by calling the AIM Contact Center at 1-800-728-8008.
Travel and guest member services	For eligibility and cost-sharing amounts for out-of-area members: Call the Nationwide network of Blue Plan providers via the Blue Cross and Blue Shield Association at 1-800-676-BLUE (2583) and provide the member’s three-digit prefix located on the ID card. All Blue Medicare Advantage PPO plans participate in reciprocal network sharing.

Medicare Plus Blue	
Service	Contact information
Utilization management department (medical) — Medicare Plus Blue	<ul style="list-style-type: none"> • Submit and view prior authorization requests through our provider portal. Log in to availity.com*, click <i>Payer Spaces</i> and then click the BCBSM and BCN logo. On the Applications tab, you can click to access the e-referral system. • Inpatient admissions call center: Call 1-866-807-4811 / After-hours number (no admissions calls): Call 1-800-851-3904. • Acute inpatient admission expedited provider appeals: Call 1-866-807-4811. • Provider requests for criteria: To request the criteria used to make a determination on a specific authorization request, complete the Criteria request form and fax it to the number on the form.

BCN commercial and BCN Advantage provider resources

For more detailed information about the topics in the following table, see the BCN section of our [ereferrals.bcbsm.com](#) website and the *BCN Provider Manual*.

To access the manual:

1. Log in to our provider portal ([availity.com](#)*).
2. Click *Payer Spaces* on the menu bar and then click the BCBSM and BCN logo.
3. Click the *Resources* tab.
4. Scroll down and click on *Provider manuals*.
5. Click the *BCN commercial and BCN Advantage* link.

BCN commercial and BCN Advantage	
Service	Contact information
Behavioral health	<ul style="list-style-type: none"> • Submit and view referral and prior authorization requests through our provider portal. Log in to availity.com*, click <i>Payer Spaces</i> and then click the BCBSM and BCN logo. On the Applications tab, you can click to access the e-referral system. • For questions about authorizations and other general inquiries: Call Behavioral Health — BCN commercial at 1-800-482-5982 / BCN Advantage at 1-800-431-1059 (during business hours 8 a.m. to 5 p.m. Monday through Friday). • Physician-to-physician review of determination (Physician Review Line): Call 1-877-293-2788 during business hours / 1-800-482-5982 after business hours, for emergency cases only.

BCN commercial and BCN Advantage	
Service	Contact information
Benefits and eligibility	<ul style="list-style-type: none"> • Our provider portal: Log in to availity.com*. For Availity access or technical assistance, call 1-800-AVAILITY (282-4548). • Provider Inquiry: See the phone numbers in the “Provider Inquiry” row later in this table.
Cardiology procedures	<p>AIM Specialty Health manages authorizations for select procedures for BCN. Submit prior authorization requests through the AIM provider portal.* See BCN’s AIM-Managed Procedures webpage for additional information.</p>
Claims	<ul style="list-style-type: none"> • Submit claims electronically (EDI): Call 1-800-542-0945 for assistance. • Access claims information through our provider portal (availity.com*): Call 1-800-AVAILITY (282-4548) for access or for technical assistance. • Check claim status and additional claim details by calling Provider Inquiry: See the “Provider Inquiry” row later in this table. • BCN clinical editing appeals: Fax to 1-877-284-2882 / Mail to the address on the Clinical Editing Appeal Form.
Coordination of benefits	<ul style="list-style-type: none"> • To report other insurance: Providers should direct members to log in to their member accounts and submit an online coordination of benefits form to BCN. Members can access and submit the form online. Note: The member, not the provider, must complete the online coordination of benefits form and submit it to BCN. • To resolve questions about a member’s coordination of benefits: Providers can call Provider Inquiry. Refer to the phone numbers in the “Provider Inquiry” row later in this table.
DME, medical supplies and P&O	<ul style="list-style-type: none"> • Diabetic supplies (not including diabetic shoes and inserts) for BCN commercial / BCN Advantage: Call J&B Medical Supply at 1-888-896-6233 / Fax to 1-800-737-0012 • DME and P&O (including diabetic shoes and inserts) for BCN commercial / BCN Advantage: Call Northwood at 1-800-393-6432 / Fax to 586-755-3878
Home health care (by home health care agencies only)	<ul style="list-style-type: none"> • For BCN commercial members: Home health care requires authorization only for providers not contracted with BCN. Call those requests in to BCN Utilization Management at 1-800-392-2512. For providers contracted with BCN, no authorization is required. • For BCN Advantage members: Home health care requires authorization through CareCentrix®, for episodes of care that start on or after June 1, 2021. This applies to home health agencies both inside and outside of Michigan. Refer to the Home health care: Quick reference guide for information on how to submit prior authorization requests. For additional information, refer to BCN’s Home Health Care webpage at ereferrals.bcbsm.com.
Laboratory	<p>Contact JVHL: Call 1-800-445-4979 / Fax to 313-441-1668</p>

BCN commercial and BCN Advantage	
Service	Contact information
Medical oncology and supportive care drugs	AIM Specialty Health manages authorizations for select medical oncology and supportive care drugs for all BCN members. See BCN's Medical Benefit Drugs webpage for additional information.
Musculoskeletal procedures, including pain management	TurningPoint Healthcare Solutions LLC manages authorizations for certain musculoskeletal surgical and other related procedures for all BCN members. See BCN's Musculoskeletal Services webpage for additional information.
Pharmacy benefit drugs	<ul style="list-style-type: none"> • Prior authorization requests: Submit through CoverMyMeds^{®*} or call the Pharmacy Clinical Help Desk at 1-800-437-3803 or fax to the Help Desk at 1-877-442-3778. See BCN's Pharmacy Benefit Drugs page on ereferrals.bcbsm.com for additional information. • Claims processing inquiries (for pharmacies): <ul style="list-style-type: none"> ○ For BCN commercial: Call the pharmacy benefit manager at 1-844-568-2159. ○ For BCN Advantage: Call the Express Scripts[®] Pharmacy Help Desk at 1-800-922-1557 or visit express-scripts.com/prc.*
Post-acute care	<ul style="list-style-type: none"> • For BCN commercial: BCN manages authorizations. Refer to the BCN commercial post-acute care FAQ document. • For BCN Advantage: naviHealth manages authorizations. Refer to the BCN Advantage post-acute care FAQ document.
Provider enrollment and change requests	<ul style="list-style-type: none"> • Access forms at Join Our Provider Network webpage at bcbsm.com/providers. • All providers: Call 1-800-822-2761 / Fax 1-866-900-0250 / CAQH Help Desk: Call 1-888-599-1771
Provider Inquiry	<ul style="list-style-type: none"> • Provider Inquiry phone numbers: Professional providers call 1-800-344-8525; ancillary and facility providers call 1-800-249-5103; hearing, vision providers call 1-800-482-4047. • Provider Inquiry fax numbers: For BCN commercial: 248-799-6969. For BCN Advantage: 1-866-364-0080.
Provider consultants	To find provider consultants: Visit bcbsm.com/providers > Help > Contact Us .
PT, OT, ST by therapists / physical medicine services by chiropractors and by athletic trainers	<ul style="list-style-type: none"> • eviCore healthcare manages authorizations for services not related to autism for all ages and for autism-related services for BCN commercial members 19 years of age or older. Note: Services for members with autism who are under 19 do not require authorization. • Authorization requests: Submit prior authorization requests to eviCore electronically or by fax or phone. Refer to the therapy FAQ document.

BCN commercial and BCN Advantage	
Service	Contact information
Quality Management	Email: BCNQIQuestions@bcbsm.com / Phone: 248-455-2808
Radiation oncology procedures	<p>eviCore healthcare manages authorizations for select radiation oncology procedures for BCN.</p> <ul style="list-style-type: none"> Submit online at www.evicore.com.* Call 1-855-774-1317 / Fax to 1-800-540-2406. <p>See BCN's eviCore-Managed Procedures webpage for additional information.</p>
Radiology procedures (high technology)	<p>AIM Specialty Health manages authorizations for select procedures for BCN. Submit prior authorization requests through the AIM provider portal.* See BCN's AIM-Managed Procedures webpage for additional information.</p>
Travel and guest member services	<p>Blue Cross members from other states traveling in Michigan: Check membership, eligibility by doing the following:</p> <ol style="list-style-type: none"> Log in to availity.com*. Select <i>Patient Registration</i>. Click <i>Eligibility and Benefits Inquiry</i>. Select or key in provider's NPI. Under Patient Information, click <i>Click here</i> to search for Federal Employee Program or Blue Exchange members. Key in the following: <ul style="list-style-type: none"> Patient ID Patient Last Name Patient First Name Date of Birth Click <i>Submit</i>. <p>If you don't have access to Availity, you can call 1-800-676-2583.</p>
Utilization management department (medical) — BCN	<ul style="list-style-type: none"> Submit and view referral and authorization requests through our provider portal. Log in to availity.com*. Click <i>Payer Spaces</i> and then click the BCBSM and BCN logo. On the Applications tab, you can click to access the e-referral system. Call center: Call 1-800-392-2512 / After-hours number (no admissions calls): Call 1-800-851-3904. Requests requiring clinical review (with clinical documentation): Fax 1-800-675-7278 (for other than home care; inpatient acute care medical/surgical admissions; and LTACH, SNF and rehab admissions)

*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.