

# Provider Inquiry Contact Information

For BCN HMO<sup>SM</sup> (commercial) and BCN Advantage<sup>SM</sup>

## 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 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 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 <a href="http://MiBlueCrossComplete.com/providers">MiBlueCrossComplete.com/providers</a>	

\*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. The ombudsman phone number (1-888-265-4703) is open 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 — 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"> <li>Professional providers: 1-800-344-8525</li> <li>Facility providers: 1-800-249-5103</li> <li>Vision and hearing services providers: 1-800-482-4047</li> </ul> Provider Inquiry fax numbers: <ul style="list-style-type: none"> <li>For BCN HMO: 248-799-6969</li> <li>For BCN Advantage: 1-866-364-0080</li> </ul>	The automated response system is available 24 hours a day, seven days a week. However, providers can be connected with a Provider Inquiry representative Monday through Friday — except holidays, during these business hours: <ul style="list-style-type: none"> <li>BCN HMO group plans: 8 a.m. to 5:30 p.m. (closed 12 noon to 1 p.m.)</li> <li>BCN HMO individual plans: 8 a.m. to 8 p.m. (closed 12 noon to 1 p.m.)</li> <li>BCN Advantage plans: 8 a.m. to 8 p.m.</li> </ul>
Member with Blue Cross Complete coverage	For more information about Blue Cross Complete, visit <a href="http://MiBlueCrossComplete.com/providers">MiBlueCrossComplete.com/providers</a>	