

# BCN *Provider Resource Guide*

Behavioral Health  
Benefits and Eligibility  
Claims  
Coordination of Benefits  
Customer Service  
DME, Medical Supplies  
and P & O  
Health & Wellness  
Laboratory Services  
Musculoskeletal Services  
Pharmacy Services  
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!

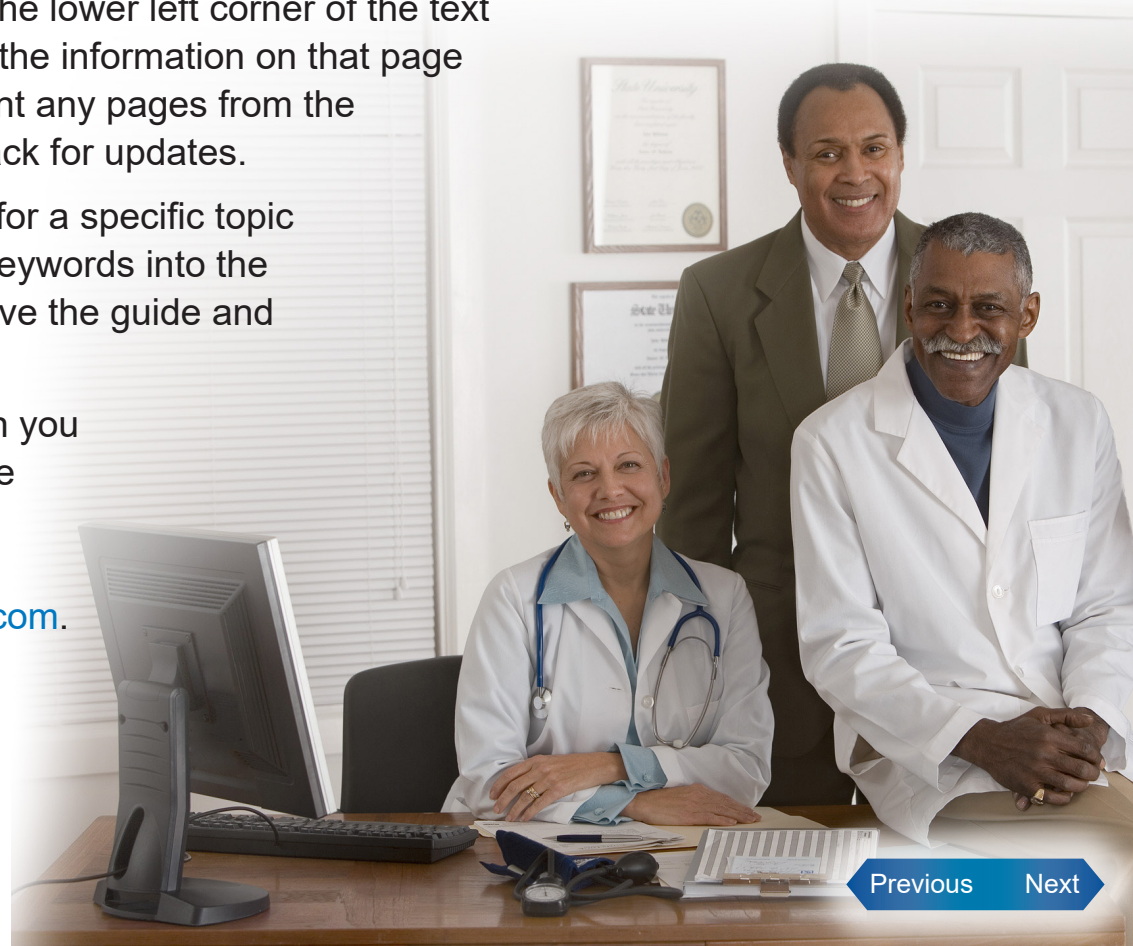
In this guide you will find contact information for many of the services that BCN offers and for the functions you most frequently perform in caring for BCN members.

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](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 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.

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](#).

## 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](http://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.

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](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 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.



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 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](http://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](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 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](http://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](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)

## 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



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).

TurningPoint Healthcare Solutions, LLC, manages authorizations for certain musculoskeletal surgical and other related procedures for BCN HMO and BCN Advantage members. These include:

For dates of service on or after July 1, 2020:

- Knee arthroscopy
- Cervical and lumbar spine surgery
- Joint replacement (knee, hip, shoulder)
- Spinal cord stimulator (neurostimulator)
- Epidural or intrathecal catheter
- Other musculoskeletal procedures

For dates of service on or after Jan. 1, 2021:

- Pain management

## **Web**

For information on how to submit **prior** authorization requests to TurningPoint, refer to the document [Musculoskeletal procedure authorizations: Frequently asked questions for providers](#).

Note: Look at the question “Should I submit authorization requests directly to TurningPoint?”

For a list of the procedure codes associated with the services that require review by TurningPoint, refer to the document [Musculoskeletal procedure codes that require authorization by TurningPoint](#).

This list shows where to submit authorization requests for dates of service that occurred before TurningPoint began managing the authorizations for those services.

For more information, visit [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com) > BCN > [Musculoskeletal Services](#).

## **Business hours**

Monday – Friday, 8 a.m. to 8 p.m., Eastern time

## **Contact information**

Provider Relations Support Team

- Email: [BCBSMProviderRelations@tpshealth.com](mailto:BCBSMProviderRelations@tpshealth.com)
- Phone: 313-908-6041

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 HMO 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 manage authorizations 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 to BCN HMO members only:

- By chiropractors
- By athletic trainers, for dates of service on or after Jan. 1, 2021

Note: This information applies to both BCN HMO and BCN Advantage members unless otherwise noted.

For Blue Cross Complete information, refer to the *Blue Cross Complete Provider Manual* at [MiBlueCrossComplete.com/providers](https://www.mibluccrosscomplete.com/providers)

## Process

Submit prior authorization requests for both initial and follow-up treatment visits to eviCore healthcare using one of the methods described in the [Outpatient rehabilitation services frequently asked questions](#) document.

Note: Initial evaluations do not require authorization.

## Other resources

Click the links below to access additional information:

- BCN's [Outpatient PT, OT, ST](#) page at [ereferrals.bcbsm.com](https://ereferrals.bcbsm.com)
- [Utilization Management chapter](#) of the *BCN Provider Manual*. Look in the section titled "Managing PT, OT and ST / Managing physical medicine services."

## eviCore healthcare

**Prior Authorization Call Center**  
Telephone: 1-855-774-1317  
Monday – Friday (except holidays)  
8 a.m. to 7 p.m.

### Criteria

To see the criteria eviCore uses to make determinations on authorization requests:

1. Open eviCore's [Clinical Guidelines webpage](#).
2. Click *Musculoskeletal: Therapies*.
3. Enter "Blue Care Network" as the health plan.
4. Click the search icon.
5. Click to open the desired criteria set.

### Web

Visit:

- [evicore.com](https://www.evicore.com)
- eviCore's [Blue Care Network resources](#) page at [www.evicore.com](https://www.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](https://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](https://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 C301  
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](http://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](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 or BCN Advantage coverage who is not a Blue Cross employee	Call the appropriate Provider Inquiry number: <ul style="list-style-type: none"> <li>• Facilities in Michigan: 1-800-249-5103</li> <li>• Professional providers in Michigan: 1-800-344-8525</li> <li>• Hearing / vision providers: 1-800-482-4047</li> </ul> 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>	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.

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](https://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 and Mid Michigan — Lansing

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

### Southeast — Southfield

Mail Code C302  
20500 Civic Center Dr.  
Southfield MI 48076

## West / Upper peninsula

### West Michigan — Grand Rapids

Mail Code G206  
86 Monroe Center NW  
Grand Rapids, MI 49503

### 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](mailto: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.

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 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

- Behavioral Health
- Benefits and Eligibility
- Claims
- Coordination of Benefits
- Customer Service
- DME, Medical Supplies and P & O
- Health & Wellness
- Laboratory Services
- Musculoskeletal Services
- Pharmacy Services
- PT, OT and ST
- Provider Enrollment and Change Requests
- Provider Inquiry
- Provider Outreach
- Quality / Population Health
- Travel and Guest Member Services
- Utilization Management**

BCN Utilization Management manages the following:

- Acute IP admissions / concurrent reviews
- Home health care services for BCN commercial members, for providers not contracted with BCN. Note: CareCentrix® manages home health care authorizations for BCN Advantage members.
- Home TPN and enteral feedings
- Post-acute care for BCN commercial members Note: naviHealth manages post-acute care authorizations for BCN Advantage members.
- Referral management
- Review of potential quality variances and serious adverse events
- Transplant evaluations
- Social work services
- Review of provider appeals

Note: All requests must include clinical information.

For after-hours utilization management assistance, call 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
- Triage members to alternate care settings
- Discuss urgent / emergency determinations with a plan medical director

Note: Refer to other pages in this guide for information related to [behavioral health](#); [DME, medical supplies and P&O](#); and [laboratory services](#) not delivered in an emergency department or a physician office.

See also [Summary of utilization management programs for Michigan providers](#).

## Contact information

For...	Contact information
Requests for inpatient admissions	Phone: 1-855-724-4285 Fax: 1-866-526-1326 or 1-866-313-8433
Requests for BCN Advantage post-acute care	Submit to naviHealth. See the <a href="#">FAQ document</a> .
Requests for BCN commercial post-acute care	Phone: 1-855-724-4286 Fax: 1-866-534-9994
Requests for BCN Advantage home health care	Submit to CareCentrix. See the <a href="#">Quick reference guide</a> .
Other requests for clinical review	Phone: 1-800-392-2512 Fax: 1-800-675-7278
Expedited provider appeals	Phone: 248-799-6312
Provider requests for criteria	Complete the <a href="#">BCN Criteria Request Form</a> .
BCN Utilization Management	Phone: 1-800-392-2512

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

Blue Care Network, Utilization Management  
Mail Code C336 — P.O. Box 5043  
Southfield, MI 48076-5043

### **Mailing address for appeals**

Blue Care Network  
ATTN: Provider Appeals, Utilization Management  
Mail Code C336 — P.O. Box 5043  
Southfield, MI 48076-5043

**Web** - Visit [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com). Click [BCN](#) and click in the left navigation to open a page and find utilization management requirements for specific types of services.