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.
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

<table>
<thead>
<tr>
<th>For...</th>
<th>During business hours...*</th>
<th>After business hours...*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physician-to-physician review of determination (Physician Review Line)</td>
<td>Phone: 1-877-293-2788</td>
<td>Phone: 1-800-482-5982</td>
</tr>
<tr>
<td>Member with BCN coverage who is a Blue Cross employee</td>
<td>Phone: 1-888-265-4703</td>
<td>Calls are answered only during ombudsman business hours.</td>
</tr>
<tr>
<td>Member with BCN coverage who is not a Blue Cross employee</td>
<td>Phone: 1-800-482-5982</td>
<td>Phone: 1-800-482-5982</td>
</tr>
<tr>
<td>Member with BCN Advantage&lt;sup&gt;SM&lt;/sup&gt; coverage</td>
<td>Phone: 1-800-431-1059</td>
<td>Phone: 1-800-431-1059</td>
</tr>
<tr>
<td>Member with coverage through Blue Cross Complete of Michigan</td>
<td>Phone: 1-888-312-5713</td>
<td>Phone: 1-888-312-5713</td>
</tr>
</tbody>
</table>

*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.
Benefits and Eligibility

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.

**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.

**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.
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).
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.
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℠

**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?
Customer Service (non-behavioral health)

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.

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
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.
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 Today™
- 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
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 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 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**

Submit 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
- Care Management chapter of the BCN Provider Manual. Look in the section titled "Managing PT, OT and ST / Managing physical medicine services by chiropractors."

**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 magnifying glass icon.
5. Click to open the desired criteria set.

**Web**

Visit:
- www.evicore.com
- eviCore’s Blue Care Network resources page at www.evicore.com
Provider Enrollment and Change Requests

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
Provider Inquiry (non-behavioral health)

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**

<table>
<thead>
<tr>
<th>For...</th>
<th>During business hours...</th>
<th>After business hours...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member with BCN coverage who is a Blue Cross employee</td>
<td>Phone: 1-888-265-4703 Fax: 1-844-318-5145</td>
<td>Calls are answered only during ombudsman business hours (Monday through Friday — except holidays — 8:30 a.m. to 5 p.m.).</td>
</tr>
</tbody>
</table>
| Member with BCN HMO or BCN Advantage coverage who is not a Blue Cross employee | Call the appropriate Provider Inquiry number:  
- 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:  
- 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.
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.
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.
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
BCN Utilization Management manages the following:
- Acute IP admissions / concurrent reviews
- 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.
- Post-acute care for BCN HMO℠ 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

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 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.

See also Summary of utilization management programs for Michigan providers.

Contact information

<table>
<thead>
<tr>
<th>For...</th>
<th>Contact information</th>
</tr>
</thead>
</table>
| Requests for IP admissions or home health care (with clinical information) | Phone: 1-855-724-4285  
Fax: 1-866-526-1326 or 1-866-313-8433 |
| Requests for BCN Advantage post-acute care (with clinical information) | Submit to naviHealth. See FAQ document. |
| Requests for BCN HMO post-acute care (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 | Complete the BCN Criteria Request Form. |
| 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 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
- AIM-Managed Procedures
- eviCore-Managed Procedures
- Medical Benefit Drugs - Pharmacy