

We're here to help you



Blue Cross Blue Shield of Michigan and Blue Care Network's provider consultants are dedicated to partnering with network providers to build positive relationships through communication and training support.

We'll provide training on our online tools to ensure you have what you need to make referrals, understand billing guidelines and make your job easier. Find your provider consultant at bcbsm.com/providers. Click *Contact Us*, and find your consultant by provider type and region. Request a meeting to learn about our online and self-service options on Provider Secured Services at bcbsm.com.

Your consultant can offer individualized training as needed. Visit our provider training site located within Provider Secured Services to learn about available online sessions.

When you need assistance or have routine questions, we recommend that you first try using our self-service tools or call Provider Inquiry or our Provider Enrollment Department. If you can't get the information you need from those resources, call your consultant. **Please note: You'll need the inquiry number given to you by the Provider Inquiry representative for claim-related questions.**

See the table on the reverse side of this flyer for the quickest servicing tools prior to contacting your consultant.

We're here to help with:

- **Refresher or new staff training for topics that include:**
 - Provider Secured Services
 - Provider enrollment
 - Contract clarification
 - Medical policy
 - Referral and authorization requirements
- **Complex issues — interaction number from Provider Inquiry is required**
 - A high volume of members is affected by a system limitation.
 - Claims aren't being paid in accordance with a contract.
 - Claim denials are related to a provider enrollment issue.
 - Claims involve time-sensitive provider or member issues, exhausted claim disputes, provider appeals or recurring filing issues.

Where to locate or call for assistance

Types of assistance needed	Blue Cross Blue Shield of Michigan and Blue Care Network	Online resources
<p>General assistance, such as</p> <ul style="list-style-type: none"> • All claim inquiries, including appeals • Member eligibility or benefit questions • Any Provider Inquiry request (questions not answered by web-DENIS) • Primary care physician assignment (for BCN) • Reset Provider Secured Services password 	<p>For claims, eligibility or benefit questions:</p> <ul style="list-style-type: none"> • Provider Inquiry: <ul style="list-style-type: none"> – Professional providers: Call 1-800-344-8525 – Facility providers: Call 1-800-249-5103 • Member eligibility outside of Michigan, call BlueCard: 1-800-676-2583 • Federal Employee Program®: 1-800-482-3600 • Pharmacy: 1-800-437-3803, Option 2 • Blue Cross Medicare Plus BlueSM PPO and Medicare Advantage: 1-866-309-1719 • Web Support (password reset): 1-877-258-3932 	<p>Provider Secured Services at bcbsm.com:</p> <ul style="list-style-type: none"> • Web-DENIS — Status claims, check eligibility, benefits • Professional claims — Submission and tracking • Electronic vouchers • BCBSM Provider Publications and Resources • BCN Provider Publications and Resources • All provider manuals • E-referrals — Referrals and authorizations • ereferrals.bcbsm.com (no login required)
<p>Affiliation assistance, such as</p> <ul style="list-style-type: none"> • New enrollment • Demographic updates • Online provider search concerns 	<p>Provider Enrollment and Data Management:</p> <p>Phone: 1-800-822-2761</p> <p>Fax: 1-866-900-0250</p>	<p>Provider Secured Services</p> <ul style="list-style-type: none"> • Self Service Enrollment and Changes • bcbsm.com/providers/join-the-blues-network (no login required)
<p>Other assistance, such as</p> <ul style="list-style-type: none"> • New provider orientation • Learning about Blue Cross and BCN policies, procedures or programs • Resolving issues that can't be addressed through Provider Inquiry or web-DENIS • Clarifying contractual issues 	<p>Your provider consultant:</p> <p>Go to bcbsm.com/providers and click on <i>Contact Us</i> in the upper right corner of the website.</p>	<p>Provider Secured Services – Training tools</p> <p>Log in to Provider Secured Services. Click on <i>BCBSM Provider Publications & Resources</i> or <i>BCN Provider Publications & Resources</i>. For Blue Cross, click <i>Provider Training</i> to access the following: (For BCN, click <i>Learning opportunities</i>.)</p> <ul style="list-style-type: none"> • Provider event presentations, e-learning job aids, FAQs and user guides for bcbsm.com/providers • <i>Welcome New Provider</i> guide

For Blue Cross Complete inquiries, call 1-888-312-5713