

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](#)

## Information about submitting prior authorization requests

This document includes information about submitting prior authorization requests.

- For commercial members, [Michigan's prior authorization law](#)\* requires health care providers to submit prior authorization requests electronically. Alternate submission methods (phone or fax) are allowed in the case of temporary technological problems, such as power or internet outages.
- For Medicare Advantage members, submit prior authorization requests using any of the methods outlined in this document.

See the [Getting Started](#) page on [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com) for information about submitting prior authorization requests electronically.

## 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 ([availability.com](http://availability.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	Details
Behavioral health	<p><b>Submit and view prior authorization requests</b> through our provider portal. Log in to <a href="#">availity.com</a>*, click <i>Payer Spaces</i> and then click the BCBSM and BCN logo. On the Applications tab, click the <i>Blue Cross Behavioral Health</i> tile.</p> <p><b>To submit prior authorization requests by phone, call the appropriate number:</b></p> <ul style="list-style-type: none"> <li>• Traditional: 1-800-762-2382</li> <li>• Michigan Blue Cross and Blue Shield Federal Employee Program®: 1-800-342-5891</li> <li>• Michigan MESSA: 1-877-866-2395</li> <li>• State of Michigan: 1-866-503-3158</li> <li>• UAW Retirees Medical Benefit Trust: 1-877-228-3912</li> <li>• General Motors Salaried: 1-877-240-0705</li> <li>• General Motors Hourly: 1-877-264-6690</li> </ul> <p><b>For all member benefit-related questions:</b> Refer to the Provider Inquiry row later in this table.</p>
Benefits and eligibility	<ul style="list-style-type: none"> <li>• <b>Availity® Essentials:</b> Log in to our provider portal (<a href="#">availity.com</a>*). For Availity Essentials access or technical assistance, call 1-800-AVAILITY (282-4548).</li> <li>• <b>Provider Inquiry:</b> Refer to the Provider Inquiry row later in this table.</li> </ul>
Blue Cross® Coordinated Care	<p>To refer a patient for care management services:</p> <ul style="list-style-type: none"> <li>• <b>Federal Employee Program members:</b> Call 1-800-775-2583.</li> <li>• <b>MESSA members:</b> Call 1-800-441-4626.</li> <li>• <b>All other members:</b> Call 1-800-845-5982.</li> </ul>
Blue Cross Health & Well-Being <sup>SM</sup>	<ul style="list-style-type: none"> <li>• <b>All users:</b> Call 1-800-775-BLUE (2583).</li> <li>• <b>TTY users (only):</b> Call 711.</li> </ul>
Claims	<ul style="list-style-type: none"> <li>• <b>For electronic billing or enrollment:</b> See the <a href="#">For Providers: How do I sign up for Electronic Data Interchange?</a> page on <a href="#">bcbsm.com</a>.</li> <li>• <b>For Availity access or technical help:</b> Call 1-800-AVAILITY (282-4548).</li> <li>• <b>Check claim status using our automated response system:</b> See the Provider Inquiry row later in this table.</li> </ul>

Blue Cross commercial	
Service	Details
Continuous glucose monitor products	<ul style="list-style-type: none"> <li>• <b>For Blue Cross commercial members who have both medical and pharmacy benefits through Blue Cross:</b> <ul style="list-style-type: none"> <li>○ Submit requests to a DME supplier to obtain CGM products under the medical benefit. Northwood Inc. is the preferred provider for medical supplies, including CGM products, for members who have coverage through fully insured groups or individual coverage. Call Northwood's customer service department at 1-800-393-6432 to identify a contracted supplier.</li> <li>○ Send a prescription to a participating network pharmacy to obtain CGM products under the pharmacy benefit.</li> </ul> </li> <li>• <b>For Blue Cross commercial members who have only medical benefits through Blue Cross:</b> Submit requests to a DME supplier to obtain CGM products under the medical benefit. Northwood Inc. is the preferred provider for medical supplies, including CGM products, for members who have coverage through fully insured groups or individual coverage. Call Northwood's customer service department at 1-800-393-6432 to identify a contracted supplier.</li> </ul> <p>For additional information, see the document titled <a href="#">Continuous glucose monitor products: FAQs for prescribing providers</a>.</p>
Drugs covered under the medical benefit or under the pharmacy benefit	<p>The Blue Cross Pharmacy department manages prior authorizations for most drugs covered under the medical benefit and the pharmacy benefit.</p> <ul style="list-style-type: none"> <li>• For medical benefit drugs, see the <a href="#">Blue Cross Medical Benefit Drugs</a> page.</li> <li>• For pharmacy benefit drugs, see the <a href="#">Blue Cross Pharmacy Benefit Drugs</a> page.</li> </ul> <p><b>Important:</b> For information about oncology and supportive care drugs, see the <i>Oncology and supportive care drugs — medical benefit and pharmacy benefit</i> row later in this table.</p>
Durable medical equipment, prosthetics and orthotics and medical supplies	<p><b>Northwood Inc.</b> is the preferred provider for DME, P&amp;O and medical supplies (including diabetes supplies). Northwood manages prior authorizations and the provider network for fully insured members (group and individual). Call Northwood's customer service department at 1-800-393-6432 to identify a contracted supplier.</p> <p>Refer to the Provider Inquiry row later in this table.</p>
Laboratory	<p><b>Capitated laboratory program:</b> Call Quest Diagnostics, an independent company, at 1-866-697-8378.</p>
Oncology and supportive care drugs — medical benefit and pharmacy benefit	<p>OncoHealth, an independent company, administers the Oncology Value Management program for all fully insured members and for self-funded groups that participate in the program.</p> <p>See the <a href="#">Blue Cross Medical Benefit Drugs</a> page and the <a href="#">Blue Cross Pharmacy Benefit Drugs</a> page for additional information.</p>

Blue Cross commercial	
Service	Details
Pharmacy Services	<ul style="list-style-type: none"> <li>• <b>Pharmacy Services Clinical Help Desk:</b> Call 1-800-437-3803.</li> <li>• <b>Walgreens Specialty Pharmacy, an independent company:</b> Call 1-866-515-1355.</li> <li>• <b>Pharmacy benefit manager:</b> Call 1-800-437-3803.</li> </ul>
Provider enrollment and change requests	<ul style="list-style-type: none"> <li>• <b>Access forms:</b> <a href="#">Join Our Provider Network page at bcbsm.com</a></li> <li>• <b>All providers:</b> Call 1-800-822-2761 / Fax 1-866-900-0250 / CAQH Help Desk: Call 1-888-599-1771.</li> </ul>
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"> <li>• <b>Physicians and other professional providers of care:</b> Call 1-800-344-8525.</li> <li>• <b>Hospital and facility providers:</b> Call 1-800-249-5103.</li> <li>• <b>Hearing and vision providers:</b> Call 1-800-482-4047.</li> <li>• <b>Dental care providers:</b> Call 1-888-826-8152.</li> <li>• <b>Federal Employee Program:</b> Call 1-800-840-4505.</li> <li>• <b>Blue Cross employees (only):</b> Call 1-877-258-0167.</li> </ul>
Provider Outreach	<p><b>To find provider consultants:</b> Visit <a href="#">bcbsm.com/providers</a> &gt; Help &gt; <a href="#">Contact Us</a>.</p>
Radiology management	<p><b>Carelon Medical Benefits Management</b> manages prior authorizations for high-tech radiology procedures. To submit a prior authorization request:</p> <ul style="list-style-type: none"> <li>• Log in to <a href="#">availability.com</a><sup>*</sup>, click <i>Payer Spaces</i> and then click the BCBSM and BCN logo. On the Applications tab, click the <i>Carelon ProviderPortal</i> tile.</li> <li>• Call 1-800-728-8008.</li> </ul>
Travel and guest member services	<p><b>BlueCard<sup>®</sup> for Blue Cross members from other states traveling in Michigan:</b> Check membership and eligibility at 1-800-676-2583.</p>

## 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](http://ereferrals.bcbsm.com) website and the [Medicare Plus Blue PPO Provider Manual](#).

Medicare Plus Blue	
Service	Details
Acute inpatient admissions	<b>Submit and view prior authorization requests</b> through the e-referral system. Log in to <a href="http://availability.com">availability.com</a> *, click <i>Payer Spaces</i> and then click the BCBSM and BCN logo. On the Applications tab, click the <i>e-referral</i> tile.
Behavioral health	<ul style="list-style-type: none"> <li>• <b>Submit and view prior authorization requests</b> through our provider portal. Log in to <a href="http://availability.com">availability.com</a>*, click <i>Payer Spaces</i> and then click the BCBSM and BCN logo. On the Applications tab, click the <i>Blue Cross Behavioral Health</i> tile.</li> <li>• <b>Behavioral Health department:</b> Call 1-888-803-4960 for general assistance with behavioral health services</li> <li>• <b>Medicare Plus Blue Behavioral Health Services:</b> Call 1-877-293-2788 for criteria used to render decisions and to request a peer-to-peer conversation</li> </ul>
Benefits and eligibility	<ul style="list-style-type: none"> <li>• <b>Availity:</b> Log in to our provider portal (<a href="http://availability.com">availability.com</a>*). For Availity Essentials access or technical assistance, call 1-800-AVAILITY (282-4548).</li> <li>• <b>Provider Inquiry:</b> Call 1-866-309-1719.</li> </ul>
Blue Cross Coordinated Care	For questions about our care management programs or to refer a patient for care management services, call <b>Provider Inquiry</b> at 1-866-309-1719.
Cardiology procedures — outpatient	Submit prior authorization requests to Carelon Medical Benefits Management by: <ul style="list-style-type: none"> <li>• Logging in to <a href="http://availability.com">availability.com</a>*, clicking <i>Payer Spaces</i> and then clicking the BCBSM and BCN logo. On the Applications tab, click the <i>Carelon ProviderPortal</i> tile.</li> <li>• Calling the <b>Carelon Contact Center</b> at 1-800-728-8008.</li> </ul>
Claims	<ul style="list-style-type: none"> <li>• <b>For electronic billing or enrollment:</b> See the <a href="#">For Providers: How do I sign up for Electronic Data Interchange?</a> page on <a href="http://bcbsm.com">bcbsm.com</a>.</li> <li>• <b>Access claims information through our provider portal (<a href="http://availability.com">availability.com</a>*):</b> Call 1-800-AVAILITY (282-4548) for access or for technical assistance.</li> <li>• <b>Problems submitting medical claims:</b> Call Provider Inquiry at 1-866-309-1719.</li> <li>• <b>Problems submitting dental claims:</b> Call 1-844-876-7917.</li> </ul>
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.

Medicare Plus Blue	
Service	Details
Continuous glucose monitor products	<p>Submit a prescription to a network pharmacy.</p> <p><b>Exception:</b> UAW Retiree Medical Benefits Trust members must obtain CGMs through a DME supplier.</p> <p>For additional information, see the document titled <a href="#">Continuous glucose monitor products: FAQs for prescribing providers</a>.</p>
DME, P&O and medical supplies	<p><b>Northwood Inc.</b> is the preferred provider for DME, P&amp;O and medical supplies (including diabetes supplies). Northwood manages prior authorizations and the provider network. Call Northwood's customer service department at 1-800-393-6432 to identify a contracted supplier.</p> <p>See also: Continuous glucose monitor products row earlier in this table.</p>
Drugs covered under the medical benefit or under the pharmacy benefit	<p>The Blue Cross Pharmacy department manages prior authorizations for most drugs covered under the medical benefit and the pharmacy benefit.</p> <ul style="list-style-type: none"> <li>For medical benefit drugs, see the <a href="#">Blue Cross Medical Benefit Drugs</a> page.</li> <li>For pharmacy benefit drugs, see the <a href="#">Blue Cross Pharmacy Benefit Drugs</a> page.</li> <li><b>Important:</b> For information about oncology and supportive care drugs, see the <i>Oncology and supportive care drugs — medical benefit and pharmacy benefit</i> row later in this table.</li> </ul>
Laboratory	<ul style="list-style-type: none"> <li><b>Quest Diagnostics:</b> Call 1-866-MY-QUEST (1-866-697-8378).</li> <li><b>LabCorp, an independent company:</b> Call 1-888-LabCorp (1-888-522-2677).</li> <li><b>JVHL, an independent company:</b> Call 1-800-445-4979.</li> </ul>
Medical management and quality improvement	<p>Call <b>Provider Inquiry</b> at 1-866-309-1719 for questions about our care management programs. Nurse case managers may contact you directly to coordinate care and services.</p>
Musculoskeletal surgical procedures, including orthopedic and spinal procedures	<p>Submit prior authorizations for orthopedic and spinal procedures through the TurningPoint provider portal, accessed through our provider portal (<a href="#">availability.com</a>*).</p> <p>For more information regarding TurningPoint, an independent company, see the <a href="#">Blue Cross Musculoskeletal Services</a> page on our <a href="#">ereferrals.bcbsm.com</a> website.</p> <p>See also: Pain management row later in this table</p>
Oncology and supportive care drugs — medical benefit and pharmacy benefit	<p>OncoHealth administers the Oncology Value Management program for all Medicare Plus Blue members.</p> <p>See the <a href="#">Blue Cross Medical Benefit Drugs</a> page and the <a href="#">Blue Cross Pharmacy Benefit Drugs</a> page for additional information.</p>

Medicare Plus Blue	
Service	Details
Pain management procedures	<p>Prior authorization isn't required for dates of service on or after May 1, 2025.</p> <p>Submit prior authorizations for pain management procedures with dates of service <b>before</b> May 1, 2025, through the TurningPoint provider portal, accessed through our provider portal (<a href="#">availity.com*</a>).</p> <p>For more information regarding TurningPoint, an independent company, see the <a href="#">Blue Cross Pain Management Services</a> page on our <a href="#">ereferrals.bcbsm.com</a> website.</p> <p><b>See also:</b> Musculoskeletal surgical procedures, including orthopedic and spinal procedures row later in this table</p>
Pharmacy services	<b>Pharmacy Services Clinical Help Desk:</b> Call 1-800-437-3803.
Post-acute care	Blue Cross manages prior authorizations. Submit requests through the e-referral system. See the <a href="#">Blue Cross Post-Acute Care</a> page on <a href="#">ereferrals.bcbsm.com</a> for additional information.
Professional and facility enrollment	To join our provider network, visit <a href="#">bcbsm.com/providers/network</a> .
Provider Inquiry	<ul style="list-style-type: none"> <li>• <b>For non-behavioral health:</b> Call 1-866-309-1719.</li> <li>• <b>For behavioral health:</b> Call 1-888-803-4960</li> </ul>
Provider consultants	To find provider consultants, go to <a href="#">bcbsm.com/providers</a> > Help > <a href="#">Contact Us</a> .
Radiation oncology services	<p>Obtain prior authorization from <b>eviCore<sup>®</sup> healthcare</b> for outpatient radiation oncology services for Medicare Plus Blue members who reside in Michigan and use Michigan providers.</p> <ul style="list-style-type: none"> <li>• Log in to <a href="#">availity.com*</a>, click <i>Payer Spaces</i> and then click the BCBSM and BCN logo. On the Applications tab, click the <i>eviCore Provider Portal</i> tile.</li> <li>• For clinically urgent requests, call 1-855-774-1317 or fax to 1-800-540-2406.</li> </ul>
Radiology procedures (high technology)	<p>Submit prior authorization requests to Carelon Medical Specialty Management by:</p> <ul style="list-style-type: none"> <li>• Logging in to <a href="#">availity.com*</a>, clicking <i>Payer Spaces</i> and then clicking the BCBSM and BCN logo. On the Applications tab, click the <i>Carelon ProviderPortal</i> tile.</li> <li>• Calling the <b>Carelon Contact Center</b> at 1-800-728-8008.</li> </ul>
Sleep study services – in-lab	<p>Submit prior authorization requests to <b>Carelon Medical Benefits Management</b> by:</p> <ul style="list-style-type: none"> <li>• Logging in to <a href="#">availity.com*</a>, clicking <i>Payer Spaces</i> and then clicking the BCBSM and BCN logo. On the Applications tab, click the <i>Carelon ProviderPortal</i> tile.</li> <li>• Calling the <b>Carelon Contact Center</b> at 1-800-728-8008.</li> </ul>

Medicare Plus Blue	
Service	Details
Travel and guest member services	<b>For eligibility and cost-sharing amounts for out-of-area members:</b> 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.
Utilization management department (medical) — Medicare Plus Blue	<p>For prior authorization requests managed by Medicare Plus Blue and not by a vendor:</p> <ul style="list-style-type: none"> <li>• <b>Submit and view prior authorization requests</b> through the e-referral system. Log in to <a href="#">availability.com</a>*, click <i>Payer Spaces</i> and then click the BCBSM and BCN logo. On the Applications tab, click the <i>e-referral</i> tile.</li> <li>• <b>Inpatient admissions call center:</b> Call 1-866-807-4811 / <b>After-hours number</b> (no admissions calls): Call 1-800-851-3904.</li> <li>• Acute inpatient admission expedited provider appeals: Call 1-866-807-4811.</li> <li>• <b>Provider requests for criteria:</b> To access the criteria we use to make determinations on prior authorization requests submitted to Medicare Plus Blue, do one of these: <ul style="list-style-type: none"> <li>○ Visit the <a href="#">Medicare Advantage Prior Authorization</a> page and click to open the criteria related to the service for which prior authorization was requested.</li> <li>○ Call the Utilization Management department at 1-800-392-2512.</li> </ul> </li> </ul>

## 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 ([availability.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	Details
Behavioral health	<ul style="list-style-type: none"> <li>• <b>Submit and view referral and prior authorization requests</b> online. Log in to <a href="#">availity.com</a>*, click <i>Payer Spaces</i> and then click the BCBSM and BCN logo. On the Applications tab, click the <i>Blue Cross Behavioral Health</i> tile.</li> <li>• <b>For questions about authorizations and other general inquiries:</b> 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).</li> <li>• <b>Physician-to-physician review of determination (Physician Review Line):</b> Call 1-877-293-2788 during business hours / 1-800-482-5982 after business hours, for emergency cases only.</li> </ul>
Benefits and eligibility	<ul style="list-style-type: none"> <li>• <b>Our provider portal:</b> Log in to <a href="#">availity.com</a>*. For Availity Essentials access or technical assistance, call 1-800-AVAILITY (282-4548).</li> <li>• <b>Provider Inquiry:</b> See the phone numbers in the “Provider Inquiry” row later in this table.</li> </ul>
Cardiology procedures	<p><b>Carelon Medical Benefits Management</b> manages prior authorizations for select procedures for BCN. Submit prior authorization requests by:</p> <ul style="list-style-type: none"> <li>• Logging in to <a href="#">availity.com</a>*, clicking <i>Payer Spaces</i> and then clicking the BCBSM and BCN logo. On the Applications tab, click the <i>Carelon ProviderPortal</i> tile.</li> <li>• Calling the <b>Carelon Contact Center</b> at 1-844-377-1278.</li> </ul> <p>See the <a href="#">BCN Cardiology Services page</a> for additional information.</p>
Claims	<ul style="list-style-type: none"> <li>• <b>For electronic billing or enrollment:</b> See the <a href="#">For Providers: How do I sign up for Electronic Data Interchange?</a> page on <a href="#">bcbsm.com</a>.</li> <li>• <b>Access claims information through our provider portal (<a href="#">availity.com</a>*):</b> Call 1-800-AVAILITY (282-4548) for access or for technical assistance.</li> <li>• <b>Check claim status and additional claim details by calling Provider Inquiry:</b> See the “Provider Inquiry” row later in this table.</li> <li>• <b>BCN clinical editing appeals:</b> Fax to 1-877-284-2882 or mail to the address on the <a href="#">Clinical Editing Appeal Form</a>.</li> </ul>

BCN commercial and BCN Advantage	
Service	Details
Continuous glucose monitor products	<ul style="list-style-type: none"> <li>• <b>For BCN commercial members who have both medical and pharmacy benefits through BCN:</b> <ul style="list-style-type: none"> <li>○ Submit requests to Northwood, Inc. to obtain CGM products through a DME supplier under the medical benefit. Call Northwood's customer service department at 1-800-393-6432 to identify a contracted supplier.</li> <li>○ Send a prescription to a participating network pharmacy to obtain CGM products under the pharmacy benefit.</li> </ul> </li> <li>• <b>For BCN commercial members who have only medical benefits through BCN:</b> Submit requests to Northwood, Inc. to obtain CGM products through a DME supplier under the medical benefit. Call Northwood's customer service department at 1-800-393-6432 to identify a contracted supplier.</li> <li>• <b>For BCN Advantage members:</b> Submit a prescription to a network pharmacy. Exception: UAW Retiree Medical Benefits Trust members must obtain CGMs through a DME supplier. Call Northwood's customer service department at 1-800-393-6432 to identify a contracted supplier.</li> </ul> <p>For additional information, see the document <a href="#">Continuous glucose monitor products: FAQs for prescribing providers.</a></p>
Coordination of benefits	<ul style="list-style-type: none"> <li>• <b>To report other insurance:</b> 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.</li> <li>• <b>To resolve questions about a member's coordination of benefits:</b> Providers can call Provider Inquiry. Refer to the phone numbers in the "Provider Inquiry" row later in this table.</li> </ul>
DME, P&O and medical supplies	<p><b>Northwood Inc.</b> manages prior authorizations and the provider network. Call Northwood's customer service department at 1-800-393-6432 to identify a contracted supplier.</p> <p>See also: Continuous glucose monitor products row earlier in this table</p>
Drugs covered under the medical benefit or under the pharmacy benefit	<p>The BCN Pharmacy department manages prior authorizations for most drugs covered under the medical benefit and the pharmacy benefit.</p> <ul style="list-style-type: none"> <li>• For medical benefit drugs, see the <a href="#">BCN Medical Benefit Drugs</a> page.</li> <li>• For pharmacy benefit drugs, see the <a href="#">BCN Pharmacy Benefit Drugs</a> page.</li> </ul> <p><b>Important:</b> For information about oncology and supportive care drugs, see the <i>Oncology and supportive care drugs — medical benefit and pharmacy benefit</i> row later in this table.</p>
Home health care (by home health care agencies only)	<p>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.</p>
Laboratory	<p><b>Contact JVHL:</b> Call 1-800-445-4979 or fax 313-441-1668</p>

BCN commercial and BCN Advantage	
Service	Details
Musculoskeletal procedures, including orthopedic and spinal procedures	<b>TurningPoint Healthcare Solutions LLC</b> manages prior authorizations for certain orthopedic and spinal procedures for all BCN members. For additional information, see the <a href="#">BCN Musculoskeletal Services</a> page on <a href="http://ereferrals.bcbsm.com">ereferrals.bcbsm.com</a> .
Oncology and supportive care drugs — medical benefit and pharmacy benefit	OncoHealth administers the Oncology Value Management program as follows: <ul style="list-style-type: none"> <li>• <b>For BCN commercial members:</b> OncoHealth manages the program for all fully insured members and for self-funded groups that participate in the program.</li> <li>• <b>For BCN Advantage members:</b> OncoHealth manages the program for all members.</li> </ul> See the <a href="#">BCN Medical Benefit Drugs</a> page and the <a href="#">BCN Pharmacy Benefit Drugs</a> page for additional information.
Pain management procedures	TurningPoint manages prior authorizations for pain management procedures as follows: <ul style="list-style-type: none"> <li>• For BCN commercial members: Submit prior authorizations for pain management procedures through the TurningPoint provider portal, accessed through our provider portal (<a href="http://availability.com">availability.com</a>).</li> <li>• For BCN Advantage members: <ul style="list-style-type: none"> <li>○ Prior authorization isn't required for dates of service on or after May 1, 2025.</li> <li>○ Submit prior authorizations for pain management procedures with dates of service <b>before</b> May 1, 2025, through the TurningPoint provider portal, accessed through our provider portal (<a href="http://availability.com">availability.com</a>).</li> </ul> </li> </ul>
Pharmacy benefit drugs	<ul style="list-style-type: none"> <li>• <b>Prior authorization requests:</b> Submit through <a href="#">CoverMyMeds<sup>®*</sup></a> or call the Pharmacy Clinical Help Desk at 1-800-437-3803 or fax to the Help Desk at 1-877-442-3778. See the <a href="#">BCN Pharmacy Benefit Drugs</a> page on <a href="http://ereferrals.bcbsm.com">ereferrals.bcbsm.com</a> for additional information.</li> <li>• <b>Claims processing inquiries (for pharmacies):</b> Call the pharmacy benefit manager at 1-844-568-2159.</li> </ul>
Post-acute care	BCN manages prior authorizations. Submit requests through the e-referral system. See the <a href="#">BCN Post-Acute Care</a> page on <a href="http://ereferrals.bcbsm.com">ereferrals.bcbsm.com</a> for more information.
Provider enrollment and change requests	<ul style="list-style-type: none"> <li>• <b>Access forms</b> at <a href="#">Join Our Provider Network</a> webpage at <a href="http://bcbsm.com/providers">bcbsm.com/providers</a></li> <li>• <b>All providers:</b> Call 1-800-822-2761 / Fax 1-866-900-0250 / CAQH Help Desk: Call 1-888-599-1771</li> </ul>
Provider Inquiry	<ul style="list-style-type: none"> <li>• <b>Provider Inquiry phone numbers:</b> Professional providers call 1-800-344-8525; ancillary and facility providers call 1-800-249-5103; hearing, vision providers call 1-800-482-4047.</li> <li>• <b>Provider Inquiry fax numbers:</b> For BCN commercial: 248-799-6969. For BCN Advantage: 1-866-364-0080.</li> </ul>

BCN commercial and BCN Advantage	
Service	Details
Provider consultants	<b>To find provider consultants:</b> Visit <a href="http://bcbsm.com/providers">bcbsm.com/providers</a> > <a href="#">Help</a> > <a href="#">Contact Us</a> .
PT, OT, ST by therapists / physical medicine services by chiropractors and by athletic trainers	<ul style="list-style-type: none"> <li><b>eviCore healthcare</b>, an independent company, manages prior authorizations for these services. Note: For information about services for BCN commercial members with autism, refer to the BCN <a href="#">Autism Services</a> webpage. Look under the heading “Autism-related physical, occupational and speech therapy services and physical medicine services by athletic trainers and chiropractors”.</li> <li><b>Prior authorization requests:</b> Submit prior authorization requests to eviCore electronically or by fax or phone. Refer to the <a href="#">Outpatient rehabilitation services FAQ document</a>.</li> </ul>
Quality Management	<b>Email:</b> <a href="mailto:BCNQIQuestions@bcbsm.com">BCNQIQuestions@bcbsm.com</a> / <b>Phone:</b> 248-455-2808
Radiation oncology procedures	<p><b>eviCore healthcare</b> manages prior authorizations for select radiation oncology procedures for BCN. Submit prior authorization requests by:</p> <ul style="list-style-type: none"> <li>Logging in to <a href="http://availability.com">availability.com</a>*, clicking <i>Payer Spaces</i> and then clicking the BCBSM and BCN logo. On the Applications tab, click the <i>eviCore Provider Portal</i> tile.</li> <li>Calling 1-855-774-1317 or faxing 1-800-540-2406.</li> </ul> <p>See the <a href="#">BCN Oncology Services</a> page for additional information.</p>
Radiology procedures (high technology)	<p><b>Carelon Medical Benefits Management</b> manages prior authorizations for select procedures for BCN. To submit prior authorization requests:</p> <ul style="list-style-type: none"> <li>Log in to <a href="http://availability.com">availability.com</a>*, click <i>Payer Spaces</i> and then click the BCBSM and BCN logo. On the Applications tab, click the <i>Carelon ProviderPortal</i> tile.</li> <li>Calling the <b>Carelon Contact Center</b> at 1-844-377-1278.</li> </ul> <p>See the <a href="#">BCN Radiology Services, High Tech</a> page for additional information.</p>

BCN commercial and BCN Advantage	
Service	Details
Travel and guest member services	<p><b>Blue Cross members from other states traveling in Michigan:</b> Check membership, eligibility by doing the following:</p> <ol style="list-style-type: none"> <li>1. Log in to <a href="http://availity.com">availity.com</a>*</li> <li>2. Select <i>Patient Registration</i>.</li> <li>3. Click <i>Eligibility and Benefits Inquiry</i>.</li> <li>4. Select or key in provider's NPI.</li> <li>5. Under Patient Information, click <i>Click here</i> to search for Federal Employee Program or Blue Exchange members.</li> <li>6. Key in the following: <ul style="list-style-type: none"> <li>○ Patient ID</li> <li>○ Patient Last Name</li> <li>○ Patient First Name</li> <li>○ Date of Birth</li> </ul> </li> <li>7. Click <i>Submit</i>.</li> </ol> <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"> <li>• <b>Submit and view referral and authorization requests</b> through the e-referral system. Log in to <a href="http://availity.com">availity.com</a>*, click <i>Payer Spaces</i> and then click the BCBSM and BCN logo. On the Applications tab, click the <i>e-referral</i> tile.</li> <li>• <b>Call center:</b> Call 1-800-392-2512 / <b>After-hours number</b> (no admissions calls): Call 1-800-851-3904.</li> <li>• <b>Requests requiring clinical review</b> (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)</li> </ul>

\*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.

Availity® is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal and electronic data interchange services.