

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](#)
- [BCN commercial and BCN Advantage provider resources](#)

## 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 PPO Provider Manual*.

To access the manual, visit [bcbsm.com](http://bcbsm.com), log in to Provider Secured Services and click *Provider Manuals*. Click *Blue Cross PPO Provider Manual*. Select your provider type and click *Search*. Click *Blue Pages Directory*.

Blue Cross commercial	
Service	Contact information
Behavioral health	<ul style="list-style-type: none"> <li>• <b>Blue Cross and Blue Shield Federal Employee Program<sup>®</sup> members:</b> Call New Directions at 1-800-342-5891 to refer for care.</li> <li>• <b>MESSA members:</b> Call 1-800-336-0022 to refer for care.</li> <li>• <b>All other members:</b> Call New Directions at 1-800-762-2382 to refer for care.</li> <li>• <b>For all member benefit-related questions:</b> Refer to the Provider Inquiry row later in this table.</li> </ul>
Benefits and eligibility	<ul style="list-style-type: none"> <li>• <b>web-DENIS:</b> Log in to Provider Secured Services at <a href="http://bcbsm.com">bcbsm.com</a>. For web-DENIS activation or technical assistance, call 1-877-258-3932.</li> <li>• <b>Provider Inquiry:</b> Refer to the Provider Inquiry row later in this table.</li> </ul>
Blue Cross <sup>®</sup> 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>Questions about electronic billing or enrollment:</b> Call the EDI help desk at 1-800-542-0945.</li> <li>• <b>For web-DENIS activation or technical help:</b> Call 1-877-258-3932.</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	Contact information
DME, medical supplies, and P&O	Refer to the Provider Inquiry row later in this table.
Laboratory	<b>Capitated laboratory program:</b> Call Quest Diagnostics at 1-866-697-8378.
Medical oncology and supportive care drugs	<b>AIM Specialty Health<sup>®</sup> manages authorizations for select medical oncology and supportive care drugs for all Blue Cross commercial fully insured members and for select self-funded groups:</b> See the <a href="#">Blue Cross AIM-Managed Procedures page</a> for additional information.
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:</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	<b>To find provider consultants:</b> Visit <a href="#">bcbsm.com/providers</a> > Help > <a href="#">Contact Us</a> .
Radiology management	<b>AIM Specialty Health:</b> Call 1-800-728-8008 or visit <a href="#">aimspecialtyhealth.com</a> .
Travel and guest member services	<b>BlueCard<sup>®</sup> for Blue Cross members from other states traveling in Michigan:</b> Check membership and eligibility at 1-800-676-2583.

## 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](http://ereferrals.bcbsm.com) website and the *BCN Provider Manual*.

To access the manual, visit [bcbsm.com](http://bcbsm.com), log in to Provider Secured Services and click *Provider Manuals*. Click *BCN Provider Manual*. Click a link to open a specific chapter or click the *BCN Provider Manual – Entire Manual for Searching* link.

BCN commercial and BCN Advantage	
Service	Contact information
Behavioral health	<ul style="list-style-type: none"> <li>• <b>Submit and view referral and prior authorization requests</b> through Provider Secured Services &gt; e-referral.</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>web-DENIS:</b> Log in to Provider Secured Services at <a href="http://bcbsm.com/providers">bcbsm.com/providers</a>. For web-DENIS activation or technical assistance: Call 1-877-258-3932.</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>AIM Specialty Health</b> manages authorizations for select procedures for BCN. Submit prior authorization requests through the <a href="#">AIM ProviderPortal</a>.* See BCN’s <a href="#">AIM-Managed Procedures</a> webpage for additional information.</p>
Claims	<ul style="list-style-type: none"> <li>• <b>Submit claims electronically (EDI):</b> Call 1-800-542-0945 for assistance.</li> <li>• <b>Access claims information through web-DENIS:</b> Call 1-877-258-3932 for activation 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 / Mail to the address on the <a href="#">Clinical Editing Appeal Form</a>.</li> </ul>
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>

BCN commercial and BCN Advantage	
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DME, medical supplies and P&O	<ul style="list-style-type: none"> <li>• <b>Diabetic supplies (not including diabetic shoes and inserts) for BCN commercial / BCN Advantage:</b> Call J&amp;B Medical Supply at 1-888-896-6233 / Fax to 1-800-737-0012</li> <li>• <b>DME and P&amp;O (including diabetic shoes and inserts) for BCN commercial / BCN Advantage:</b> Call Northwood at 1-800-393-6432 / Fax to 586-755-3878</li> </ul>
Home health care (by home health care agencies only)	<ul style="list-style-type: none"> <li>• <b>For BCN commercial members:</b> 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.</li> <li>• <b>For BCN Advantage members:</b> Home health care requires authorization through CareCentrix®, for episodes of care that start on or after June 1, 2021. This applies to home health agencies both inside and outside of Michigan. Refer to the <a href="#">Home health care: Quick reference guide</a> for information on how to submit prior authorization requests. For additional information, refer to BCN's <a href="#">Home Health Care</a> webpage at <a href="http://ereferrals.bcbsm.com">ereferrals.bcbsm.com</a>.</li> </ul>
Laboratory	<b>Contact JVHL:</b> Call 1-800-445-4979 / Fax to 313-441-1668
Medical oncology and supportive care drugs	<b>AIM Specialty Health</b> manages authorizations for select medical oncology and supportive care drugs for all BCN members. See BCN's <a href="#">Medical Benefit Drugs</a> webpage for additional information.
Musculoskeletal procedures, including pain management	<b>TurningPoint Healthcare Solutions LLC</b> manages authorizations for certain musculoskeletal surgical and other related procedures for all BCN members. See BCN's <a href="#">Musculoskeletal Services</a> webpage for additional information.
Pharmacy benefit drugs	<ul style="list-style-type: none"> <li>• <b>Prior authorization requests:</b> Submit through CoverMyMeds®* or call the Pharmacy Clinical Help Desk at 1-800-437-3803 or fax to the Help Desk at 1-877-442-3778. See BCN's <a href="#">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> <ul style="list-style-type: none"> <li>○ For BCN commercial: Call the pharmacy benefit manager at 1-844-568-2159.</li> <li>○ For BCN Advantage: Call the Express Scripts® Pharmacy Help Desk at 1-800-922-1557 or visit <a href="http://express-scripts.com/prc">express-scripts.com/prc</a>.*</li> </ul> </li> </ul>
Post-acute care	<ul style="list-style-type: none"> <li>• <b>For BCN commercial:</b> BCN manages authorizations. Refer to the <a href="#">BCN commercial post-acute care FAQ document</a>.</li> <li>• <b>For BCN Advantage:</b> naviHealth manages authorizations. Refer to the <a href="#">BCN Advantage post-acute care FAQ document</a>.</li> </ul>
Provider enrollment and change requests	<ul style="list-style-type: none"> <li>• <b>Access forms</b> at <a href="http://Join Our Provider Network webpage at bcbsm.com/providers">Join Our Provider Network webpage at 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>

BCN commercial and BCN Advantage	
Service	Contact information
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>
Provider consultants	<b>To find provider consultants:</b> Visit <a href="http://bcbsm.com/providers">bcbsm.com/providers</a> > Help > <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> manages authorizations for services not related to autism for all ages and for autism-related services for BCN commercial members 19 years of age or older. Note: Services for members with autism who are under 19 do not require authorization.</li> <li>• <b>Authorization requests:</b> Submit prior authorization requests to eviCore electronically or by fax or phone. Refer to the <a href="#">therapy 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 authorizations for select radiation oncology procedures for BCN.</p> <ul style="list-style-type: none"> <li>• Submit online at <a href="http://www.evicore.com">www.evicore.com</a>.*</li> <li>• Call 1-855-774-1317 / Fax to 1-800-540-2406.</li> </ul> <p>See BCN's <a href="#">eviCore-Managed Procedures</a> webpage for additional information.</p>
Radiology procedures (high technology)	<b>AIM Specialty Health</b> manages authorizations for select procedures for BCN. Submit prior authorization requests through the <a href="#">AIM ProviderPortal</a> .* See BCN's <a href="#">AIM-Managed Procedures</a> webpage for additional information.
Travel and guest member services	<b>Blue Cross members from other states traveling in Michigan:</b> Check membership, eligibility at 1-800-676-2583.
Utilization management — BCN	<ul style="list-style-type: none"> <li>• <b>Submit and view referral and authorization requests</b> through Provider Secured Services &gt; e-referral.</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> <li>• <b>Provider requests for criteria and expedited provider appeals:</b> Call 248-799-6312.</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.