



Contact the Southeast, East and Mid-Michigan Provider Consultant Team

(For providers not associated with a medical care group)

Blue Cross Blue Shield of Michigan and Blue Care Network have made it easier for you to contact a provider consultant when you need to escalate your inquiry.

As a participating provider located in **Southeast, East** or **Mid** regions of Michigan, you can now send your escalated inquiry to Provider Engagement and Transformation. Please review the instructions and submission requirements below.

INQUIRY SUBMISSION REQUIREMENTS

Step one: Call your first point of contact

- **Enrollment-related Inquiries**

- o Provider Enrollment and Data Management: 1-800-822-2761

- **All other inquiries**

- o Provider Relations and Servicing:

- Professional provider: 1-800-344-8525

- Facility or hospital provider: 1-800-249-5103

- o Medicare Advantage: 1-866-309-1719

- o Availability: 1-800-282-4548

Providers located in the West region and Upper Peninsula of Michigan must contact their assigned consultant directly. Not sure which region you're in? Click [here](#) for assistance.



Step two: Escalate your inquiry to Provider Engagement and Transformation

For a thorough and accurate review of your inquiry, please send an email to petcontactus@bcbsm.com that includes the required information outlined below. Please note, this email box **doesn't** accept secured emails.

- All emails **must** include:
 - Provider name
 - Provider NPI Type 1 or Type 2
 - Call reference number (within 30 days) from Provider Relations and Servicing, or Medicare Advantage of non-enrollment inquiries
 - Brief description of your inquiry

- **Claim**-related inquiries **must** also include:
 - Member first and last name
 - Member contract number and alpha prefix
 - Dates of service
 - Payer claim number for each claim at issue
 - Rendering provider's name (first and last)
 - Billing provider's NPI number
 - Bill amount

- **Enrollment** related inquiries **must** also include:
 - Date of enrollment application submission
 - Date and time of call to Provider Enrollment and Data Management

Nonparticipating providers must work with Provider Relations and Servicing, Medicare Advantage (claim questions) or Provider Enrollment and Data Management (enrollment questions) to resolve their inquiries.