



## East Michigan region professional provider contact list (For providers not associated with a Medical Care Group)

Blue Cross Blue Shield of Michigan and Blue Care Network want to make it easier and simpler for you to reach a provider consultant when you need to escalate a provider inquiry. To this end, providers in the east, mid and southeast regions now have a new email box to use: [petcontactus@bcbsm.com](mailto:petcontactus@bcbsm.com).

Providers in the west and Upper Peninsula regions should continue to contact their assigned consultant directly.

Not sure which region you're in? [View our map \(PDF\)](#).

When you send an email to this new mailbox, please include the following information:

- Your name
- Phone number
- NPI
- Provider or facility type (PCP, cardiologist, skilled nursing facility, physical therapist, etc.)
- Reference number from call with Provider Inquiry
- A detailed description of your issue or question

**Please note:** DO NOT send secured emails to this email address. It does not accept secured emails.

Your issue will be assigned to the appropriate provider consultant, and you'll receive status updates as your issue is resolved.

Nonparticipating providers should call either [Blue Cross Provider Inquiry](#) or [BCN Provider Inquiry](#) for claims questions and **Provider Enrollment and Data Management at 1-800-822-2761** for enrollment questions.

If you are a primary care physician associated with a medical care group, click the button to see the:

[PCP / MCG Contact list](#)