



Nonprofit corporations and independent licensees
of the Blue Cross and Blue Shield Association

Keeping information up to date with Blue Cross Blue Shield of Michigan and Blue Care Network

It's important to notify Blue Cross Blue Shield of Michigan and Blue Care Network within 30 days when practitioners, other professional providers and non-hospital facilities make changes to any of the following information:

- Ownership
- Name
- Tax identification number
- Practice location
- Practice phone number
- Medical group affiliations
- Whether your practice is accepting new patients

Practitioners and other Professionals

- **To update name, individual practice address, phone number or credentialing information** submit changes to the CAQH ProView[®]. For help, practitioners and professional providers can call the CAQH Support Desk at 1-888-599-1771 or email providerhelp@ProViewCAQH.org.
- **To add or remove practice locations, update tax information (tax name, tax ID), mailing or remittance address, or status on accepting new patients**, use the appropriate change form that is available at bcbsm.com/providers by clicking on *Join the Blues Network*, then clicking on *Enrollment and Changes* and following the prompts. This applies to solo practitioners who work in Michigan at multiple locations outside of an established group affiliation. Fax the form to Provider Enrollment and Data Management at 1-866-900-0250.

Note: If you only practice through a group affiliation, you don't need to submit additional practice locations. The maintenance of group practice locations is handled by your group practice administrator.

Professional Groups and Allied Providers

- **To add or remove practice locations, update tax information (tax name, tax ID), mailing or remittance address,** use Provider Enrollment and Change Self-Service. This is an online application within Blue Cross Blue Shield of Michigan's Provider Secured Services that allows practice group administrators to submit requests for updating group information with BCBSM and Blue Care Network electronically. To use the Provider Enrollment and Change Self-Service, you must register for Provider Secured Services by clicking on bcbsm.com/providers , selecting '[Help](#)', 'FAQs', 'Provider Enrollment and Change Self Service for professional groups and allied providers' and follow the instructions.
- **For practice locations outside of Michigan:** You must maintain an active Michigan practice address on CAQH, as well as meet the licensure requirements for enrollment. You can designate the Michigan address as either your primary or an additional practice location on CAQH. If you do not have an active Michigan practice location listed in CAQH, you may be subject to full disaffiliation with Blue Cross and BCN.
- **If you practice exclusively in a hospital:** You should record your primary hospital's address upon initial enrollment. When completing the CAQH application, you will indicate that you practice exclusively in a hospital. CAQH will send Blue Cross and BCN a notification that your practice location matches that of your primary hospital. If you do not wish for the hospital's address to be recorded as your primary practice location, please do not indicate that you practice exclusively in a hospital setting on CAQH.

Organizational provider and non-hospital facilities

Professional organizational providers and non-hospital facilities must complete the appropriate change form that is available at bcbsm.com/providers by clicking on *Join the Blues Network*, then clicking on *Enrollment and Changes* and following the prompts. Fax the form to Provider Enrollment and Data Management at 1-866-900-0250.

Hospitals

Hospitals must complete the [Hospital Change Form](#) when updating existing provider information (name, phone number, tax name, tax ID, remittance address or any other information). The form is available on bcbsm.com/providers. Click on *Join the Blues Network*. Then click on *Enrollment and Changes* and follow the prompts.

Questions

If you're making an address change and you have questions regarding how it may affect your affiliation with Blue Cross or BCN, please call Provider Enrollment and Data Management at 1-800-822-2761.

Helpful tips:

- Periodically review your address information using our online provider search at bcbsm.com/find-a-doctor. If you find any incorrect data follow the instructions above to submit a change. Call Provider Enrollment and Data Management at 1-800-822-2761 if you have any questions.
- Professional groups can use Provider Enrollment and Change Self-Service to change information for their group and their practitioners. More information is available at bcbsm.com/providers. Click on *Join the Blues Network, Enrollment and Changes*, and then click on *self-service FAQ*.