Providers encouraged to use self-help tools during COVID-19 emergency

As a result of COVID-19’s impact on the health system, you may experience longer hold times to speak with a Provider Inquiry representative, particularly if your question is about PPO commercial membership. We appreciate your patience during this time.

Rest assured that Blue Cross Blue Shield of Michigan and Blue Care Network continue to process and pay claims. If you have a question, we encourage you to use our self-help tools whenever possible to avoid waiting on hold. You can use our self-help tools to:

- Check member eligibility and benefits
- Determine if an authorization is needed
- Check on the status of a claim

Here are some self-help tips:

Prior authorizations:
If you’re calling about prior authorizations, check first to see if a prior authorization is needed. Many authorization requirements have been relaxed and prior approvals have been extended due to COVID-19. Here are helpful documents:

- Temporary changes due to the COVID-19 pandemic
- COVID-19 utilization management changes

General information about authorizations is available on ereferrals.bcbsm.com. Here are some documents that may help you:

- Summary of utilization management programs for Michigan providers
- Provider preauthorization and precertification requirements for Blue Cross’ PPO (commercial) and Medicare Plus BlueSM PPO
- BCN referral and authorization requirements

Log into Provider Secured Services and web-DENIS:
Here you can check a member’s eligibility and benefits or the status of a claim, along with many other options. Here’s how you can learn more:

- web-DENIS overview
- eLearning video overview of Provider Secured Services, including web-DENIS

Use our telephone automated response system:
If you don’t have a login and password to Provider Secured Services, you can use our automated response system which is available by phone.

- Tips on our automated response system for eligibility, precertification and preauthorization
• **Tips on our automated response system for checking a claim’s status**
• **Here are some tips for navigating the provider automated response system**