

Blue Cross continues to pay claims during union work stoppage

Blue Cross Blue Shield of Michigan is experiencing a work stoppage with our UAW-represented workforce. While we work to reach an agreement, here are some things you should know.

- **Blue Care Network is not affected** — This work stoppage does not affect Blue Care Network commercial or BCN AdvantageSM. You can continue to contact BCN in the same manner as always.
- **Claims** — Continue to submit Blue Cross claims as normal. We will process and pay claims throughout the work stoppage. All of our benefits and billing requirements remain the same.
- **Prior authorization requests** — Submit prior authorization requests as you do today. We'll continue to process all requests within standard time frames.
- **Check eligibility and benefits** — Continue to check member eligibility and benefits through our provider portal (availlity.com*), which can be accessed 24/7.
- **Telephone inquiry** — The Blue Cross Provider Inquiry phone lines are available during the work stoppage but may have longer than normal wait times. Providers are encouraged to use the provider portal (availlity.com*). The behavioral health phone lines remain open.
- **Enrollment and change requests** — Provider enrollment and demographic change requests can be submitted. However, the provider enrollment phone line is closed during the work stoppage. We encourage you to visit bcbsm.com/providers to review our enrollment and credentialing requirements. Group administrators can continue to log into our provider portal (availlity.com*) to access our Provider Enrollment and Change Self Service application to submit requests or check the status of requests that are in process.
- **Checking the status of enrollment and change requests** — Please wait at least 30 business days before checking on your individual enrollment or change request. If you submitted an individual enrollment or change request more than 30 business days ago, please call 1-800-822-2761 and leave a message that includes your name and phone number as well as the name, NPI and Tax ID of the entity you're inquiring about, and we will return your call as soon as possible.

Blue Cross resources

Here are some resources that can help you find the information you need.

- **General Blue Cross policies and procedures** — The *Blue Cross Commercial Provider Manual* can help answer general questions about Blue Cross policies and procedures. Here's how to find it.
 1. Log in to our provider portal (availlity.com*).
 2. Click *Payer Spaces* on the menu bar and then click the BCBSM and BCN logo.
 3. Click the *Resources* tab.
 4. Click *Provider manuals* and then click *Blue Cross commercial*.

If you have a question about Medicare Plus BlueSM PPO, reference the [Medicare Plus BlueSM PPO Provider Manual](#).

- **Billing, coding and appeals information** — In addition to our provider manuals, the Provider Resources website within our provider portal has a wealth of information to help you. Here's how to find it.
 1. Follow Steps 1 through 3 above.
 2. Click *Secure Provider Resources (Blue Cross and BCN)*.
 3. Click *Billing and Claims* from the menu bar.
- **Prior authorization information** — For information on which services require prior authorization, refer to the [Provider preauthorization and recertification requirements](#) document and other Blue Cross materials available at ereferrals.bcbsm.com.
- **Enrollment, demographic changes and credentialing information** — You can find helpful information on joining our networks, staying credentialed or updating your information with us on the *Enrollment* tab of our bcbsm.com/providers website.

Websites

URL	Assistance
Provider portal (availlity.com *)	Eligibility, benefits, claims information; Provider Resources website with provider manuals, forms and documents
bcbsm.com/providers	Enrollment and credentialing information, provider newsletters, pharmacy information
ereferrals.bcbsm.com	Prior authorization and referral information

Provider consultants

Michigan region	Contact information
East, Mid, Southeast	Email petcontactus@bcbsm.com For more information, see Contact the Southeast, East and Mid-Michigan Provider Consultant Team
Upper Peninsula	Hospital and facility contacts Professional provider contacts
West	Hospital and facility contacts Professional provider contacts

Written inquiries

Area code	Address
248, 313, 517, 586, 734, 810, 947, 989 or outside Michigan	Provider Inquiry Blue Cross Blue Shield of Michigan P.O. Box 2227 Detroit, MI 48321-2227
231, 269, 616	Provider Inquiry Blue Cross Blue Shield of Michigan P.O. Box 230589 Grand Rapids, MI 49523-0589
906	Provider Inquiry Blue Cross Blue Shield of Michigan 415 S. McClellan Ave. Marquette, MI 49855
All area codes when the patient is a Blue Cross employee	Ombudsman Service Center Blue Cross Blue Shield of Michigan Mail Code 0420 600 E. Lafayette Blvd. Detroit, MI 48226-2998

Blue Cross is committed to maintaining critical functions during this work stoppage.

Please continue to read our provider alerts for updates.



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

Provider alert

Blue Cross commercial and Medicare Plus BlueSM

**Categories: Authorizations/referrals, Behavioral health,
Billing/claims/coding, Self-service tools**

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Availity[®] is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal and electronic data interchange services.