

## Updated: Blue Cross continues to pay claims during our union represented employee work stoppage at Blue Cross

*We updated this alert to include information about the Ombudsman Service Center phone line being closed and we removed the Ombudsman address as written inquiries are not being processed during the work stoppage. We also clarified that this information only pertains to the union work stoppage at Blue Cross and our provider enrollment phone line remains open.*

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 Advantage<sup>SM</sup>. 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 ([availity.com](https://availity.com)\*), which can be accessed 24/7.
- **Telephone inquiry** — The Blue Cross Provider Inquiry phone lines for professional providers, hospitals and facilities, vision and hearing providers, and providers outside of Michigan are available during the work stoppage but may have longer than normal wait times. Providers are encouraged to use the provider portal ([availity.com](https://availity.com)\*). The behavioral health phone lines remain open.
- **Ombudsman Service Center** — The line is closed (1-877-258-0167). This phone line is used for questions when the patient is one of our employees. You can continue to access eligibility, benefit and claim information for Blue Cross employees through our provider portal.
- **Enrollment and change requests** — Provider enrollment and demographic change requests can be submitted. The provider enrollment phone line remains available during the work stoppage. As a reminder, you can visit [bcbsm.com/providers](https://bcbsm.com/providers) to review our enrollment and credentialing requirements. Group administrators can continue to log into our provider portal ([availity.com](https://availity.com)\*) to access our Provider Enrollment and Change Self Service application to submit requests or check the

status of requests that are in process. Please remember to wait at least 30 business days before checking on your individual enrollment or change request.

Note: The U.A.W. work stoppage at Blue Cross is separate from the U.A.W. negotiations and actions at the automotive companies.

Blue Cross is committed to maintaining critical functions during the work stoppage at Blue Cross. Providers may find the resources below to be helpful.

Please continue to read our provider alerts for updates.

### 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 ([availability.com](https://availability.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 Blue<sup>SM</sup> PPO, reference the [Medicare Plus Blue<sup>SM</sup> 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 precertification requirements](#) document and other Blue Cross materials available at [ereferrals.bcbsm.com](https://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](https://bcbsm.com/providers) website.

### Websites

| URL   | Assistance   |
|---|--|
| Provider portal<br>( <a href="https://availity.com">availity.com</a> *) | Eligibility, benefits, claims information; Provider Resources website with provider manuals, forms and documents |
| <a href="https://bcbsm.com/providers">bcbsm.com/providers</a>           | Enrollment and credentialing information, provider newsletters, pharmacy information                             |
| <a href="https://ereferrals.bcbsm.com">ereferrals.bcbsm.com</a>         | Prior authorization and referral information   |

### Provider consultants

| Michigan region      | Contact information   |
|----------------------|---|
| East, Mid, Southeast | Email <a href="mailto:petcontactus@bcbsm.com">petcontactus@bcbsm.com</a><br>For more information, see <a href="#">Contact the Southeast, East and Mid-Michigan Provider Consultant Team</a> |
| Upper Peninsula      | <a href="#">Hospital and facility contacts</a><br><a href="#">Professional provider contacts</a>  |
| West                 | <a href="#">Hospital and facility contacts</a><br><a href="#">Professional provider contacts</a>  |

### Written inquiries

| Area code  | Address  |
|--|--|
| 248, 313, 517, 586,<br>734, 810, 947, 989 or<br>outside Michigan | Provider Inquiry<br>Blue Cross Blue Shield of Michigan<br>P.O. Box 2227<br>Detroit, MI 48321-2227        |
| 231, 269, 616  | Provider Inquiry<br>Blue Cross Blue Shield of Michigan<br>P.O. Box 230589<br>Grand Rapids, MI 49523-0589 |
| 906  | Provider Inquiry<br>Blue Cross Blue Shield of Michigan<br>415 S. McClellan Ave.<br>Marquette, MI 49855   |



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

## Provider alert

Blue Cross commercial and Medicare Plus Blue<sup>SM</sup>

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

Date posted : Sept. 13, 2023 | Last updated: Sept. 29, 2023

---

\*While Blue Cross Blue Shield of Michigan and Blue Care Network recommend this website and we're responsible for its Blue Cross and BCN-specific content, we don't own or control this website.

Availity<sup>®</sup> 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.