

Email us if you're having technical problems using the Blue Cross Behavioral Health provider portal

Email us at BHTechSupport@bcbsm.com if you're encountering technical problems when using the Blue Cross Behavioral HealthSM provider portal to submit prior authorization requests. In your email, include:

- Provider's name, NPI and Tax ID
- Details about the specific technical problem you're experiencing

The technical issues we want you to let us know about include but are not limited to problems with:

- Logging in
- Registering as a first-time user
- Submitting prior authorization requests

We're actively reviewing the emails we receive and we're responding as quickly as we can.

As a reminder, starting Jan. 1, 2024, Blue Cross Behavioral Health began managing authorizations for behavioral health services for most Blue Cross Blue Shield of Michigan and Blue Care Network members.

For more information, refer to:

- The document [Blue Cross Behavioral Health: Frequently asked questions for providers](#)
- Our [Jan. 9, 2024, provider alert](#)

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