

Provider consultant inquiry mailbox temporarily closed, affects providers in East, Mid and Southeast regions

Starting Monday, Oct. 13, 2025, the provider consultant inquiry mailbox (petcontactus@bcbsm.com) will be temporarily closed. We anticipate resuming regular operations in approximately 6 weeks and we'll communicate the reopen date as we get closer to it. This closure affects providers in the East, Mid and Southeast regions.

During the temporary closure, the provider consultant team in the East, Mid and Southeast regions that normally handles the mailbox will not be responding to any inquiry received on or after October 13, 2025, nor will any inquiry be queued during this time. You can resume submitting requests that include all required information outlined in the [quick reference guide](#) when we reopen.

What will happen to inquiries received prior to Oct. 13, 2025?

Our provider consultants on the mailbox team are actively working to resolve all outstanding inquiries. Once completed, we will send you an email notification detailing the outcome and any next steps, if applicable.

What can you do during this temporary closure?

Continue to work with the appropriate Blue Cross contacts to resolve your request. To locate your first point-of-contact, you can review the [Provider resource guide at a glance](#).

Additionally, you can use self-help tools and the following resources to help you resolve your inquiries:

Availability Resources

- [Availity.com](#)*
- [Register for Web Tools](#)

Enrollment and Credentialing Resources

- [Enrollment and Credentialing Guide](#)
- [Enrollment Checklist](#) (see links in Step 1)
- [Enrollment Helpful Hints](#)
- [CAQH Index Report 2024](#)*
- [CAQH ProView - Help](#)*

New Provider Resources

- [2025 New provider guide](#)
- [Provider Overview](#)

Referral and Authorization Resources

- [Summary of utilization management programs](#)
- [Determining prior authorization requirements for members](#)
- [e-referral User Guide](#)

Clinical Editing Resources

- [Submitting a clinical editing reconsideration request - instructions](#)
- [Blue Cross / BCN Clinical Editing Reconsideration Request Form](#)

We apologize for any inconvenience and appreciate your patience during this temporary closure.

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