

## Provider consultant inquiry mailbox to resume regular operations on Nov. 24 for providers in East, Mid and Southeast regions

On Monday, Nov. 24, 2025, the provider consultant inquiry mailbox ([petcontactus@bcbsm.com](mailto:petcontactus@bcbsm.com)) will reopen and resume regular operations. Starting Nov. 24, you can submit requests that include all required information outlined in the [quick reference guide](#).

Please be aware that inquiries will be addressed as they arrive. Once completed, we'll send you an email notification detailing the outcome and any next steps, if applicable.

Thank you for your patience as we reopen the mailbox.

### Additional resources

As a reminder, you can use the following self-help tools and resources to help you resolve your inquiries at any time:

#### 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](#)



**Blue Cross  
Blue Shield  
Blue Care Network**  
of Michigan

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

## Provider alert

Blue Cross commercial, Medicare Plus Blue<sup>SM</sup>,  
BCN commercial and BCN Advantage<sup>SM</sup>

**Category: Administrative, Authorizations/referrals, Behavioral health,  
Billing/claims/coding, Member care, Self-service tools**

Date posted: Nov. 18, 2025

---

### Clinical Editing Resources

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

[Subscribe](#) to Provider Alerts Weekly, a weekly email with a list of links to the previous week's provider alerts.

\*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.