

## Some Blue Cross and BCN employee coverage not displaying in our provider portal

Providers who check eligibility and benefits using our provider portal ([availability.com](https://availability.com)\*) may receive a response of “Authorization/Access Restrictions – Resubmission Not Allowed” for some employees of Blue Cross Blue Shield of Michigan, Blue Care Network and subsidiaries. We recently became aware of this issue and are working to resolve it.

### What to do if you encounter this issue

We ask that you follow these steps should you receive the response noted above.

1. We believe this to be an intermittent problem and recommend that you first look up the patient a second time.
2. If that doesn't work, submit the request using yesterday's date for the “As of Date” in the Service Information section of the Eligibility & Benefits online form to confirm active coverage.
3. If the restriction response continues to display, please confirm coverage by calling Provider Inquiry for employees of Blue Cross, BCN or subsidiaries.
  - Professional and facility providers:
    - For employees with Blue Cross coverage, call 1-877-258-0167
    - For employees with BCN coverage, call 1-888-265-4703
  - Vision and hearing providers: Call 1-800-482-4047

### Determining which patients are employees of Blue Cross, BCN or subsidiaries

The easiest way to identify an employee of Blue Cross, BCN or a subsidiary is by looking at the back of their ID card. Employees will have “Employee Inquiry Unit” listed instead of “Customer Service”.

We appreciate your patience as we work to resolve this system issue and sincerely apologize for the inconvenience this causes. We are committed to resolving this promptly and preventing future occurrences.

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## Provider alert

Blue Cross commercial and BCN commercial  
Category: **Billing/claims/coding, Self-service tools**

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