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℠, BCN commercial and BCN Advantage℠

Category: Administrative

Date posted: Nov. 2, 2026

We're retiring a fax number on Dec. 1 due to underutilization

Effective Dec. 1, 2026, Blue Cross Blue Shield of Michigan and Blue Care Network will no longer accept faxes at the following number: **1-866-637-4972**. This fax number is being retired due to lack of use.

A small number of providers use this number currently; however, this number isn't appropriate for the submissions sent. Starting Dec. 1, providers who use this number should do the following:

- Submit claims electronically. Most claims can be submitted electronically through Availity Essentials™. The addresses for submitting paper claims are available on the For Providers: Contact Us page on **bcbsm.com**.
- Submit appeals following the instructions in the denial letter.

Additional information about submitting claims and appeals can be found in our provider manuals. To access these, follow the instructions on the Provider Manuals page on **bcbsm.com**.

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

Availity® 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.