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, Billing/claims/coding, Member care, Self-service tools

Date posted: Nov. 5, 2026

We're working to resolve temporary issues in upgraded Provider Inquiry automated response system

As we announced on Page 5 of the November-December 2026 *BCN Provider News* and the November 2026 issue of *The Record*, we are upgrading the Provider Inquiry automated response system which goes live Nov. 6, 2026. We are experiencing some temporary issues that we wanted to make you aware of. You may experience the following:

- The system reads back a claims inquiry charged amount incorrectly. This intermittent issue occurs only when the user initially voices the amount and can be corrected either by keying in the amount the first time or re-entering the amount by voice or keypad. (Expected resolution: Nov. 19.)
- Some shortened phrases are not recognized. (Expected resolution: Nov. 19.) For example:
  - "Precert" (say "precertification" instead)
  - "Preauth" (say "preauthorization" instead)
  - "Fecal" (say "fecal occult" instead)
  - "Eval" (say "evaluations" instead)
- Requesting a "hard copy" document can only occur after the first menu. (Expected resolution: Dec. 28.)

Other rare, intermittent issues not listed above may occur. We are actively working to resolve them as well.

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