

## Blue Care Network Contact Numbers

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- BCN Customer Service: [1-800-662-6667](tel:1-800-662-6667) - Provides customer service and assistance to members with inquiries pertaining to benefits, claims, authorizations, and general BCN procedures.
- BCN Behavioral Health: [800-482-5982](tel:800-482-5982) - Provides customer service and assistance to members looking for a mental health provider, substance abuse services and applied behavior analysis for autism spectrum disorder. Also provides benefit information and authorization for behavioral health services.
- BCN Care Management: [1-800-392-2512](tel:1-800-392-2512) - **\*Providers ONLY\*** Members with questions regarding referrals, authorizations, or other case management services must contact BCN Customer Service for assistance. Care Management provides inpatient admission, concurrent review and discharge planning, case management activities, coordination of health care services with chronic condition management programs, clinical review of select services, review and determination of requests for out-of-network services, processing and management of referrals.
- BlueCard: [1-800-810-2583](tel:1-800-810-2583) (BLUE) - Provides assistance to members outside the state of Michigan that need to locate a BlueCard participating provider in the area where they are located.
- Northwood: [1-800-667-8496](tel:1-800-667-8496) - Provides non-diabetic durable medical equipment for BCN members.
- J&B Medical Supply: [1-888-896-6233](tel:1-888-896-6233) - Provides outpatient diabetic supplies for BCN members.
- Joint Venture Hospital Labs (JVHL): [800-445-4979](tel:800-445-4979) - Provides outpatient laboratory services for BCN members.
- EviCore National: [1-855-774-1317](tel:1-855-774-1317) - Provides authorization for certain high-tech radiology services. Members with questions regarding an authorization should contact BCN Customer Service.
- Landmark Healthcare: [877-531-9319](tel:877-531-9319) - Authorizes physical therapy, occupational therapy, and speech therapy services for BCN members. Members with specific questions regarding an authorization should contact BCN Customer Service.