

BLUE CROSS BLUE SHIELD OF MICHIGAN

Helpful Hints – Community Blue PPO

COMMUNITY BLUE PPO PLAN COVERAGE

- Always request that your provider bill directly for all covered services
- In the event that you must file your own claims, please follow the below instructions:
 - Obtain completely Itemized Billing including Date of Service, Type of Service, Patient, Itemized charges, Diagnosis, Provider Name/Address, etc.
 - NO CLAIM FORM IS NECESSARY
 - Simply write your **CONTRACT#** directly on the itemized statement and mail to:

Blue Cross Blue Shield of Michigan
600 Lafayette East, Dept B321
Detroit MI 48226

- Please keep copies for your records.

BCBSM/CBPPO CUSTOMER SERVICE:

- Please contact customer service for all questions on claims, benefits, billings that you may receive:

1-800-258-8000

- For names of Out-of-State participating PPO providers, call:

1-800-810-2583

OR

Refer to attached Provider Locator Assistance

Additional Assistance can be provided by Contacting JFP

784-0535 / 1-800-589-7660 (JFP-Jackson)

(Mary, Frank, Tom or Lori)

mkania@jfpbenefitmanagement.com

fhill@jfpbenefitmanagement.com

tstevens@jfpbenefitmanagement.com

lzajac@jfpbenefitmanagement.com

**Note: Flexible Spending Account Questions
(Jenni)**

jbergstrom@jfpbenefitmanagement.com

BCBSM-Community Blue PPO PROVIDER ON-LINE DIRECTORY

COMMUNITY BLUE PPO MEDICAL ONLY

(NOTE: Community Blue PPO contracts do NOT require a "Primary Care Physician." In order to receive "In-Network" reimbursement, services must be rendered by providers within the state/national Blue Cross PPO network.)

A) MICHIGAN

Blue Cross Blue Shield of Michigan
On Line Provider Locator

- 1) www.bcbsm.com
- 2) Select "Find a Doctor" near left margin
- 3) Click on 'Get Started'
- 4) Click on 3rd Option – 'I want to find doctors or hospitals in my plan'
- 5) Type in ZIP CODE
- 6) Select 'PPO Plans' and note Prefix of 'XYQ'
- 7) Enter type of provider you are looking for (i.e. Family Practice, Dermatologist, Hospital, etc.)
- 8) 'Go'

B) OUT-OF-MICHIGAN

Blue Cross Blue Shield Association
On Line Provider Locator

Follow the below steps to locate national PPO Providers:

- 1) www.bcbsm.com
- 2) Select "Find a Doctor" near left margin
- 3) Click on 'Get Started'
- 4) Click on 3rd Option – 'I want to find doctors or hospitals in my plan'
- 5) Type in ZIP CODE
- 6) Select 'PPO Plans' and note Prefix of 'XYQ'
- 7) Enter type of provider you are looking for (i.e. Family Practice, Dermatologist, Hospital, etc.)
- 8) 'Go'

VISION Only (Group has Pediatric Vision Benefits Only)

NOTE: To locate Vision Care Providers (VSP), visit:

www.vsp.com

DENTAL ONLY (Group has Pediatric Vision Benefits Only)

- 1) www.bcbsm.com
- 2) Select "Blue Dental" – This will redirect you to the DNoA website (Dental Network of America)
- 3) Search 1st by 'PPO Dentist' in order to find formally contracted Dentists
 - a. Enter Zip Code or City/State to find a list for Dentists who have participation agreements
- 4) Additional providers are available via 'Blue Par Select'*
 - a. Enter Zip Code or City/State for a list of Dentists who informally may accept assignment and/or offer discounts.

NOTE: Some/most Dentists have not signed a formal participation contract and will only participate with BCBS Dental Program on a per-case or "Blue Par Select" basis. PLEASE verify at the time of making appointments & prior to receiving services that the Dentist will "Accept Assignment" on your Dental claims even if listed as a 'Blue Par Select' Dentist and not listed as a formal 'PPO Network' Dentist.