

For Colleagues and their families participating in St. Peter's Health Partners (SPHP) Colleague Health Plan administered by Blue Cross Blue Shield of Michigan.

If you have questions about why your SPHP provider isn't listed as Tier 1 on the BCBS of Michigan website or why an authorization request was denied or what Urgent Care Centers are Tier 1, etc., there are ways to get your questions answered.

- First, call Blue Cross Blue Shield of Michigan Customer Service, their phone number is on the back of your BCBS of Michigan insurance card, 1(866) 917-7537.

Blue Cross Blue Shield of Michigan 600 E. Lafayette Blvd., Detroit, MI 48226-2998 A nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association	bcbsm.com
Use of this card is subject to terms of applicable contracts, conditions and user agreements. BCBSM provides administrative services only and has no financial risk for claims.	Customer Service: 866-917-7537
All providers file claims with the local BCBS plan. For Medicare claims, bill Medicare.	To locate participating providers outside of Michigan: 800-810-2583 Misuse may result in prosecution. If you suspect fraud, call: 800-482-3797 24 Hr./7 Day Nurse Help Line: 800-775-2583
	Benefits & Eligibility: 800-676-2583
	Precertification: 800-572-3413
	Mental Health/Substance Abuse Preauthorization: 800-762-2382

- If BCBS of Michigan Customer Service cannot answer your question or resolve your issue, you can submit a case through HR4U by clicking the icon in the Zenworks window or calling the HRSC (Human Resources Service Center), phone 1-(877) 750-4748 (HR4U).



- HR4U icon in Zenworks Window
- How to contact the HRSC (Human Resources Service Center)

Key Points

- The Service Center is available 24/7 via the HR4U colleague portal. You can search for information or request assistance by logging in to HR4U.

Key Steps

- Contact the Service Center via [HR4U](#) by opening an inquiry through the "Ask HR4U" link, engaging in Live Chat, or calling the Service Center at 1-877-750-HR4U (4748).

FAQs

1. How can I contact the HR Service Center?
 - a. Log in to HR4U and click on "Ask HR4U" from the home page to open an inquiry.
 - b. Engage in a live chat session by clicking on Live Chat on the home page of HR4U. Live chat is available Monday - Friday during the hours noted in the table below.
 - c. Call the Service Center at 1-877-750-HR4U (4748) during the hours noted in the table below.

HRSC Hours of Operation	
Dates	Hours
December 1, 2022 - October 25, 2023	7 am – 7 pm eastern time
October 26, 2023 – November 30, 2023	7 am – 8 pm eastern time