Professional Provider Network Consultant Assignments

Our Professional Provider Network Consultants (PNCs) serve as the liaison between Blue Cross and Blue Shield of Illinois (BCBSIL) and our independently contracted professional provider community, developing and maintaining cooperative working relationships with professional providers in our network throughout Illinois and Northwest Indiana.

Professional PNCs are assigned by region and are available to meet with you on a routine basis to educate your staff on BCBSIL procedures, help ensure provider contract compliance and work with you to resolve any operational issues. In addition, PNCs specialize in investigating issues, producing data and developing solutions. This dedicated staff has a thorough knowledge of the BCBSIL products, and will help keep you informed of BCBSIL programs and initiatives.

If you have an inquiry for a PNC, please use the email addresses listed below. These addresses are managed by a dedicated PNC team who will monitor inquiries throughout the day. Make sure your inquiries include all necessary information including call reference number or Claim Inquiry Resolution (CIR) tracking ID. For inquiries related to credentialing, email ProviderRelations@bcbsil.com along with your provider name, NPI, Tax ID, city and county.

If you need help identifying your assigned PNC, email ProviderRelations@bcbsil.com along with your provider name, NPI, Tax ID, city and county.

Illinois Territory Breakdown

**Northern Counties** – 4, 8, 19, 43, 45, 49, 52, 56, 71, 89, 98, 101
- Email: NorthIL@bcbsil.com

**Chicago Metro Counties** – 16, 22
- Email: ChicagoMetro@bcbsil.com

**Metro South Counties** – 6, 27, 32, 38, 46, 47, 50, 53, 57, 62, 78, 99, 102 and Northwest IN
- Email: MetroSouth@bcbsil.com

**Western Counties** – 1, 5, 9, 29, 34, 36, 37, 48, 55, 63, 66, 69, 75, 81, 85, 86, 88 and 94
- Email: WestIL@bcbsil.com

**Central-Eastern Counties** – 10, 11, 12, 15, 18, 20, 21, 23, 54, 58, 65, 70, 72, 74, 84, 87, 90 and 92
- Email: CentrallIL@bcbsil.com

**Southern Counties** – 2, 3, 7, 13, 14, 17, 24, 25, 26, 28, 30, 31, 33, 35, 39, 40, 41, 42, 44, 51, 59, 60, 61, 64, 67, 68, 73, 76, 77, 79, 80, 82, 83, 91, 93, 95, 96, 97 and 100
- Email: SouthernIL@bcbsil.com

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If you are an ancillary provider (DME, home infusion therapy, skilled nursing facility, home health, hospice, orthotics/prosthetics, dialysis, private duty nursing), send an email to ancillarynetworks@bcbsil.com or call 312-653-4820.