

| Services | Contact information |
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| Claims | <ul style="list-style-type: none"> Electronic claims: Call Availity 1-800-282-4548 for assistance. Access claims information through NaviNet®: Access NaviNet by visiting the mibluccrosscomplete.com provider self-service page or log in directly at navinet.navimedix.com. For assistance with NaviNet, call NaviNet Customer Care at 1-888-482-8057. Provider Inquiry: Call 1-888-312-5713 (press 3). Paper claims: Blue Cross Complete Claims, P.O. Box 7355, London, KY 40742-7355. Provider claims appeals: Phone questions to Provider Inquiry at 1-888-312-5713. Blue Cross Complete Claims Appeals, P.O. Box 7355, London, KY 40742. |
| Customer Service | <ul style="list-style-type: none"> Translation services: 1-800-228-8554 (TTY users should call 1-888-987-5832) Provider Inquiry: call 1-888-312-5713 Provider member changes: Fax to 1-215-863-5229 Transportation: Members should call 1-888-803-4947 Maternal Infant Health Program: Call 1-888-288-1722 to refer a member for pregnancy management services through the Bright Start program. Dental Customer Service (Healthy Michigan Plan and Medicaid members 21 and older): call: 1-844-320-8465 (TTY users should call 711) or find a doctor. |
| Eligibility verification | <ul style="list-style-type: none"> NaviNet: Access NaviNet by visiting the mibluccrosscomplete.com provider self-service page or log in directly at navinet.navimedix.com. For assistance with NaviNet, call NaviNet Customer Care at 1-888-482-8057. Availity Essentials Portal®: For access to Blue Cross Blue Shield and Blue Care Network of Michigan provider secured services or technical assistance, call 1-877-282-4548. |
| Pharmacy services | <ul style="list-style-type: none"> For medication prior authorization requests: PerformRx Clinical Pharmacy Help Desk: Phone 1-888-989-0057 / Fax 1-855-811-9326 |
| Provider enrollment and change requests | <ul style="list-style-type: none"> Obtain Provider Change and enrollment forms at mibluccrosscomplete.com. Click on Forms under the Provider menu. Submit completed forms and requests to Provider Network Operations at: bccproviderdata@mibluccrosscomplete.com or fax to 1-855-306-9762. |
| Utilization management | <ul style="list-style-type: none"> Submit authorization requests electronically through NaviNet: Access NaviNet by visiting the mibluccrosscomplete.com provider self-service page or log in directly at navinet.navimedix.com. For assistance with NaviNet, call NaviNet Customer Care at 1-888-482-8057. Submit authorization requests by phone at 1-888-312-5713 (press 1 then 4). Fax clinical documentation for authorizations to: 1-888-989-0019. Utilization Management appeals: Member appeals P.O. Box 41789 North Charleston, SC 29423 National Imaging Associates Inc: For most non-emergency outpatient diagnostic imaging services RadMD.com or call NIA at 1-800-424-5351 |
| Electronic funds transfer | <ul style="list-style-type: none"> To receive electronic payments and remittance from Blue Cross Complete, contact Echo Healthcare at 1-888-834-3511 (option 3) or EDI@EchoHealthinc.com. Providers will receive paper checks if not registered. |

Preferred Providers

| Type of service (outpatient/nonpatient) | Providers |
|---|---|
| Laboratory | Drugscan: 1-800-235-4890 JVHL: 1-800-445-4979 Quest Diagnostics: 1-866-697-8378 |
| DME, P&O and nondiabetic medical supplies | Northwood, Inc.: Call Northwood's customer service department at 1-800-393-6432 to identify a contracted supplier. |
| Diabetes and incontinence supplies | J&B Medical Supply: 1-888-896-6233 |