

## 2024 Blue Dot Changes to the Blue Cross Complete *Provider Manual*

Recent changes in the *Provider Manual* are indicated by this blue dot: 

### Change Description

- The following update was made to the Blue Cross Complete *Provider Manual* (January 2024)
  - Section 2 - System of Managed Care - (p. 5): All website links updated
  - Section 8 - Member Benefits - (p. 47): Added Vaccine for Children information
- The following update was made to the Blue Cross Complete *Provider Manual* (February 2024)
  - Section 1 - Introduction - (p. 3): Providers should call Availity at 1-800-282-4548 to reactivate their account.
  - Section 13 - Claims - (p. 83-84): Before filing electronically, providers should contact Availity at 1-800-282-4548.
- The following update was made to the Blue Cross Complete *Provider Manual* (March 2024)
  - Section 2 - System of Managed Care - (p. 8): eviCore was removed.
  - Section 11 - System of Managed Care - (p. 71): In January 2024, Eligibility for Children's Special Health Services program was expanded to include qualified individuals up to age 26 for all covered services.
  - Section 14 - Provider Appeals - (p. 100): Revised to align with Section 10 appeals.
- The following update was made to the Blue Cross Complete *Provider Manual* (May 2024)
  - Section 8 - Member Benefits - (p. 53): Updated language in regards to members grievance and appeal