

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.