



Suite 1300
4000 Town Center
Southfield, MI 48075

mibluccrosscomplete.com

MCG message

To: All Blue Cross Complete providers

Date: March 22, 2024

Subject: **Claims Timely Filing Deadline Extension**

Blue Cross Complete acknowledges many providers were unable to submit claims as a result of the service disruption due to the Change Healthcare security incident. Therefore, we are extending the claims timely filing deadline for claims that would have been rejected due to untimely filing.

Under normal circumstances, providers must file a claim with Blue Cross Complete within 365 calendar days from the date of service. We are extending the claims timely filing window for our providers from the start of the incident, Feb. 21, 2024, until the day we informed you of the alternative methods to submit claims to us on March 11, 2024, plus 30 days. This will result in a total extension of 50 days.

Accordingly, Blue Cross Complete will reprocess and pay claims with dates of service Feb. 21, 2024 to April 11, 2024 applying standard claim edits. Only those claims with dates of service that were impacted by the security incident will be reprocessed and paid. Claims with dates of service outside the extension timeframe will be processed per usual protocols.

Please note, in the interim, our Provider Services Department will not be able to assist with processing of your payments or obtaining your 835 files any sooner. If you have questions, please contact your Blue Cross Complete provider account executive or Provider Inquiry at **1-888-312-5713**.

**Our website is mibluccrosscomplete.com. While website addresses for other organizations are provided for reference, Blue Cross Complete doesn't control these sites and isn't responsible for their content.*