

July/August 2021

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## Pfizer-BioNTech COVID-19 vaccine recommended for adolescents 12 to 15 years of age

The Advisory Committee on Immunization Practices is recommending the Pfizer-BioNTech COVID-19 vaccine for adolescents 12 to 15 years of age under the U.S. Food and Drug Administration’s Emergency Use Authorization. The members unanimously approved the Grading of Recommendations, Assessment, Development and Evaluation approach and the Evidence to Recommendations Framework to develop these recommendations.

Centers for Disease Control and Prevention Director Dr. Rochelle Walensky accepted these recommendations. “Though most children with COVID-19 have mild or no symptoms, some children can get severely ill and require hospitalization. There have also been rare, tragic cases of

children dying from COVID-19 and its effects, including multisystem inflammatory syndrome in children, or MIS-C,” she stated.

The official CDC recommendation follows the FDA’s earlier decision to authorize emergency use of this vaccine in 12- through 15-year-old adolescents.

Michigan Department of Health and Human Services supports the recommendation made by ACIP and encourages COVID-19 vaccination among all Michigan residents 12 years of age and older.

Adolescent vaccination is another crucial step toward ending the COVID-19 pandemic and restoring some normalcy to our lives.

For additional questions, visit [Michigan.gov/COVIDvaccine](https://Michigan.gov/COVIDvaccine).\* Thank you for everything that you have done and are continuing to do to ensure everyone has access to COVID-19 vaccines.

\*Our website is [mibluecrosscomplete.com](https://mibluecrosscomplete.com). While website addresses for other organizations are provided for reference, Blue Cross Complete does not control these sites and is not responsible for their content.

## Maternal Infant Health Program

The Maternal Infant Health Program is Michigan's largest home visitation program designed for pregnant women and newborns. Pregnant Blue Cross Complete members can get their primary maternal-infant health services through Blue Cross Complete's Bright Start® program or through a certified MIHP provider.

These preventive health services are intended to supplement regular prenatal and infant care and help providers manage the member's health and well-being. MIHP services include:

- Psychosocial and nutritional assessment
- Professional services rendered by a multidisciplinary team that includes a social worker, nurse and nutritionist
- Transportation
- Childbirth (including midwife and nurse practitioner services, if billed as an obstetrics benefit)
- Parenting education
- Referral to community services
- Coordination with medical care providers

For information on MIHP services, providers can call Blue Cross Complete's Provider Inquiry department at 1-888-312-5713. Members interested in receiving MIHP services should be referred to Blue Cross Complete's Member Services department at 1-888-288-1722.



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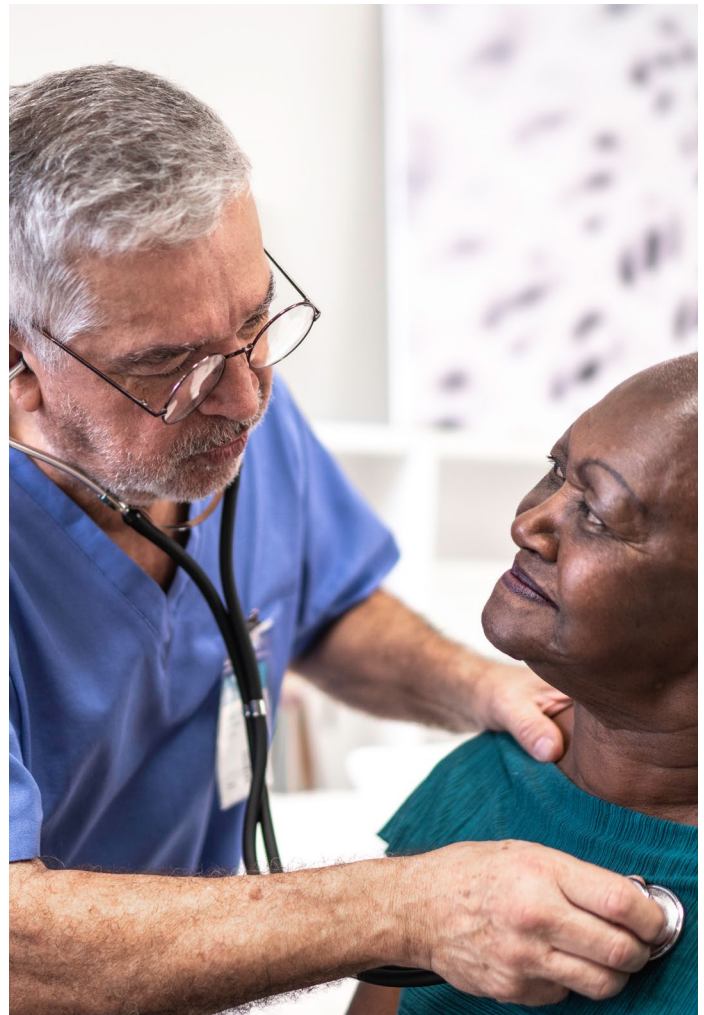
## Reminder: monitor major depression treatment with your patients

Blue Cross Complete encourages providers who are treating patients for major depression with antidepressant medications to see those patients at 12 weeks and six months to monitor their treatment plans.

According to the National Committee for Quality Assurance, patients need to be monitored carefully during the first three to six months of treatment so the clinician can adjust the dosage or type of medication as necessary. Taking the correct medication as prescribed, and for the prescribed time, is important to the well-being of the patient.

If you haven't done so yet, please follow up with your patients to ensure their treatment plans are successful.

If you have any questions, contact [Blue Cross Complete Provider Inquiry at 1-888-312-5713](tel:1-888-312-5713). Members can also receive assistance with case and complex case management services by calling [1-888-288-1722](tel:1-888-288-1722).



## Balance billing prohibited

As a reminder, claims for all billable, covered services must be submitted within 365 days from the date of service. Members are held harmless and cannot be balance billed for **services included in their plan** under any circumstances.

All payments to providers must be accepted as payment in full for services rendered. Michigan Medicaid guidelines prohibit billing of members for claims denied or recovered. Providers are encouraged to use Blue Cross Complete's claims inquiry processes to resolve any outstanding claims payment issues.

Blue Cross Complete processes claims according to Michigan Department of Health and Human Services

guidelines. For more details, refer to the [Medicaid Provider Manual](#), General Information for Providers, Section 11 — Billing Beneficiaries at [Michigan.gov](http://Michigan.gov).<sup>\*</sup> Also reference Section 13 of [Blue Cross Complete's Provider Manual](#) at [mibluecrosscomplete.com](http://mibluecrosscomplete.com).

If you have any questions, contact your Blue Cross Complete provider account executive or call Provider Inquiry at [1-888-312-5713](tel:1-888-312-5713).

<sup>\*</sup>Our website is [mibluecrosscomplete.com](http://mibluecrosscomplete.com). While website addresses for other organizations are provided for reference, Blue Cross Complete does not control these sites and is not responsible for their content.

## Connecting patients to community resources

Blue Cross Complete recognizes many things in life can also affect your patients' health. For instance, some patients may struggle having enough to eat or need assistance finding a place to stay. Some might need help with heating and paying water bills. Do they need a ride to your office for appointments? We know it's difficult to get patients to their visits for important health screenings or other care when they're facing many of these other challenges.

To make it easier for you to assist your patients in meeting both their health and social needs, we've added a [Community Resource Hub](#) to our website. You'll find a variety of programs offering no-cost or reduced-cost services, including utilities, household items (clothing, home goods, medical supplies, toys), transportation, housing and food that may assist your patients in improving their quality of life. To find resources:

Visit [mbluecrosscomplete.com](http://mbluecrosscomplete.com)

1. Click **Resources**
2. Click **Community Health Resources**
3. Enter your patient's ZIP code into the search box
4. Select the category that fits his or her needs

If your patient doesn't have access to the internet, he or she can call our Rapid Response and Outreach Team at **1-888-288-1722** from 8 a.m. to 5:30 p.m., Monday through Friday. TTY users should call **1-888-987-5832**.

For more information, contact your Blue Cross Complete provider account executive or call Provider Inquiry at **1-888-312-5713**.



\*Our website is [mbluecrosscomplete.com](http://mbluecrosscomplete.com). While website addresses for other organizations are provided for reference, Blue Cross Complete does not control these sites and is not responsible for their content.



## Early and periodic screening, diagnostic and treatment visit reminder

As a reminder, federal regulations require state Medicaid programs to offer early and periodic screening, diagnostic and treatment services to eligible Medicaid beneficiaries younger than age 21.

EPSDT visits cover medically necessary screening and preventive support services for children. Visits should be performed in accordance with the guidelines of the American Academy of Pediatrics.

For more information on EPSDT visit [mchbb.hrsa.gov](https://mchbb.hrsa.gov).\*

\*Our website is [mibluccrosscomplete.com](https://mibluccrosscomplete.com). While website addresses for other organizations are provided for reference, Blue Cross Complete does not control these sites and is not responsible for their content.



## Diabetes Prevention Program

Blue Cross Complete has partnered with the National Kidney Foundation of Michigan to bring its **Diabetes Prevention Program** to more than 3,000 patients in Michigan — including Medicaid members at risk for diabetes.

Offered locally by National Kidney Foundation of Michigan, the Diabetes Prevention Program is a year-long, evidence-based lifestyle change program led by the Centers for Disease Control and Prevention and supported by the American Medical Association.

Patients can be referred if they have been diagnosed with prediabetes, have a history of gestational diabetes, or have risk factors for Type 2 diabetes. To be eligible for the Diabetes Prevention Program, a patient must meet the following criteria:

- 18 years of age or older
- Is not diabetic
- Body mass index greater than or equal to 25
- Has had a diagnosis of prediabetes (diagnosis code 790.21, 790.22 or 790.29) or a blood test result showing risk for Type 2 diabetes (e.g., HbA1c 5.7% – 6.4%) or a qualifying score on the CDC prediabetes risk test
- Previously diagnosed with gestational diabetes or delivery of baby weighing more than 9 pounds

Research funded by the National Institutes of Health found that the program cut participants' risk of developing Type 2 diabetes by 58% with a 71% risk reduction for individuals age 60 or older through realistic weight loss and activity goals. Participants in the program meet weekly with a trained lifestyle coach to set a goal to lose 5% to 7% of their starting body weight, adopt healthy eating habits, be more physically active, improve chronic disease risk factors, and learn problem-solving and decision-making skills for long-term lifestyle changes.

After members are referred to the program, the National Kidney Foundation of Michigan **integrates program activities with your practice** to perform outreach to each referred patient, guide them through the registration process and even provides your practice with **aggregate or individualized feedback** reports on your patients' health outcomes. More information on the **Diabetes Prevention Program** is available at [readysetprevent.org](https://readysetprevent.org).\*

Please encourage your patients to participate in this important program. If you are interested in assessing and referring members who meet the criteria for prediabetes to the Diabetes Prevention Program, please contact your Blue Cross Complete provider account executive or Blue Cross Complete's Provider Inquiry at **1-888-312-5713**.

\*Our website is [mibluecrosscomplete.com](https://mibluecrosscomplete.com). While website addresses for other organizations are provided for reference, Blue Cross Complete does not control these sites and is not responsible for their content.

## Diabetes screening for people with schizophrenia or schizoaffective disorder who are using antipsychotic medications

People with schizophrenia or schizoaffective disorder are at a greater risk of developing diabetes due to antipsychotic medications, obesity, poor diet, lack of exercise and other social determinants of health. Diabetes screening is especially important for anyone with schizophrenia or schizoaffective disorder who is being treated with antipsychotic medications. Diabetes is treatable, but these same adults are also at greater risk for developing cardiovascular disease even if their diabetes is under control. Addressing physical health needs is an important way to improve health, quality of life and economic outcomes. To protect your patients, be sure to:

- Encourage them to have an HbA1c and LDL-C performed at least annually
- Review and discuss all lab results with them
- Coordinate care with their treating behavioral health specialist



## Smoking cessation program available for members

The Blue Cross Complete tobacco quit program is a no-cost, phone-based support program that helps members make a plan to quit using tobacco and offers support and encouragement to help them stick to their plans. Members interested in smoking cessation can call **1-800-QUIT-NOW (784-8669)**, 24 hours day, seven days a week.

Drug benefits include over-the-counter and prescription medicines. See the **Pharmacy Services** section of Blue Cross Complete's [Provider Manual](#) for additional coverage information.

For more information, call Blue Cross Complete's Provider Inquiry at **1-888-312-5713**.



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## Importance of optometry exams

Eye exams are important and can often detect other serious health conditions, such as diabetes, high blood pressure, high cholesterol and sometimes even cancer.

Blue Cross Complete covers routine eye exams once every two years and nonroutine eye exams for evaluating chronic, acute or sudden abnormal ocular conditions.

Routine eye exams are especially important for members with diabetes or anyone who might be at risk due to obesity, family history or other reasons. According to the Centers for Disease Control and Prevention, more than 30 million Americans living with diabetes and another 84 million with prediabetes are at risk for developing diabetic eye disease, the leading cause of blindness among adults. In its early stages, diabetic eye disease has no visible symptoms. Only a comprehensive eye exam can detect signs of the disease so treatment can begin soon enough to prevent vision loss.

A comprehensive eye exam by an optometrist or ophthalmologist is the best way to ensure patients remain free from potentially serious eye diseases.

**For more information and a list of network eye doctors and vision centers, members should call Blue Cross Complete's Customer Service department at 1-800-228-8554. Providers should call Blue Cross Complete's Provider Inquiry department at 1-888-312-5713.**

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## Do you know your Blue Cross Complete provider account executive?

If you have questions about electronic funds transfer, CHAMPS enrollment or renewal, need provider orientation or training on NaviNet or would like to schedule a visit, email us or give us a call.

### **Robert Bush**

Phone: 1-248-663-7366

Email: [rbush@mibluccrosscomplete.com](mailto:rbush@mibluccrosscomplete.com)

Counties: Barry, Ionia, Kent, Mecosta, Montcalm

### **Havard Cole**

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### **Pat Embry**

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### **Tyrone King**

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### **Treva Smith**

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Email: [tsmith5@mibluccrosscomplete.com](mailto:tsmith5@mibluccrosscomplete.com)

Counties: Genesee, Livingston, Oakland, Shiawassee, University of Michigan

### **Hillary Woodruff**

Phone: 1-248-663-7342

Email: [hwoodruff@mibluccrosscomplete.com](mailto:hwoodruff@mibluccrosscomplete.com)

Counties: Hillsdale, Jackson, Lenawee, Monroe, Washtenaw

We'd like to support your participation in providing the highest quality care to our shared patients.



\*Our website is [mibluccrosscomplete.com](http://mibluccrosscomplete.com). While website addresses for other organizations are provided for reference, Blue Cross Complete does not control these sites and is not responsible for their content.

## Help us keep the Blue Cross Complete provider directory up to date

Accurate provider directory information is crucial to help members get access to their health care services.

Please confirm the accuracy of your information in our online provider directory, so our members have up-to-date resources. Some of the key items in the directory are:

- Provider name
- Office hours
- Address
- Open status
- Phone number
- Hospital affiliations
- Fax number
- Multiple locations

To view your provider information, visit [mbluecrosscomplete.com](http://mbluecrosscomplete.com), then click the **Find a Doctor** tab. Submit written notice of any changes to Blue Cross Complete, using Blue Cross Complete's **Provider Change Form** also at [mbluecrosscomplete.com](http://mbluecrosscomplete.com). Go to the **Providers** tab, click **Forms** and then click **Provider Change Form**.

### Send completed forms by:

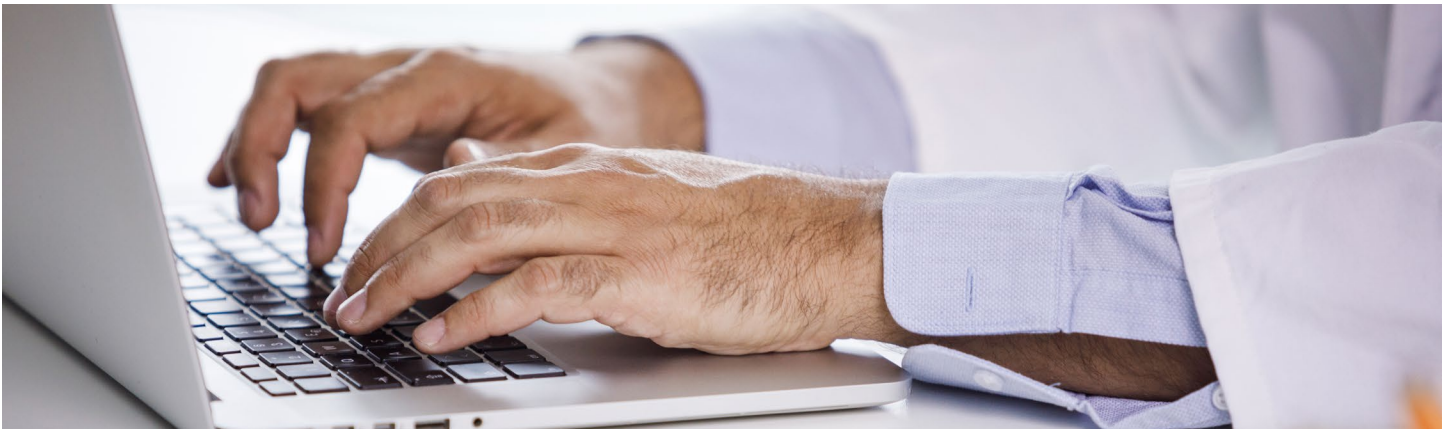
- Email: [bccproviderdata@mbluecrosscomplete.com](mailto:bccproviderdata@mbluecrosscomplete.com)
- Fax: **1-855-306-9762**
- Mail: Blue Cross Complete of Michigan  
Provider Network Management  
Suite 1300  
4000 Town Center  
Southfield, MI 48075

In addition, you must make these changes with [NaviNet](#).<sup>\*</sup> Call NaviNet at **1-888-482-8057** or email [support@navinet.net](mailto:support@navinet.net). If you have any questions, contact your Blue Cross Complete provider account executive.



<sup>\*</sup>**NaviNet** is a contracted vendor that provides a payer-provider web portal on behalf of Blue Cross Complete through which member information can be accessed, including but not limited to tracking claims status.

<sup>\*</sup>Our website is [mbluecrosscomplete.com](http://mbluecrosscomplete.com). While website addresses for other organizations are provided for reference, Blue Cross Complete does not control these sites and is not responsible for their content.



## Keep medical records up to date for your patients

Providers will maintain accurate and timely medical records for Blue Cross Complete members for at least 10 years in accordance with all federal and state laws, ensure the confidentiality of those records and afford access to those records by authorized Blue Cross Complete representatives, peer reviewers and government representatives within 30 business days of the request at no charge.

### The medical record must include, at a minimum:

- A record of outpatient and emergency care
- Specialist referrals
- Ancillary care
- Diagnostic test findings, including all laboratory and radiology
- Therapeutic services
- Prescriptions for medications
- Inpatient discharge summaries
- Histories and physicals
- Allergies and adverse reactions
- Problem list
- Immunization records
- Documentation of clinical findings and evaluations for each visit
- Preventive services-risk screening
- Other documentation sufficient to fully disclose the quantity, quality, appropriateness and timeliness of services provided

Medical records must be signed, dated and maintained in a detailed, comprehensive manner that conforms to professional medical practice, permits effective medical review and medical audit processes, and facilitates an organized system for coordinated care and follow-up treatment.

### Providers must store medical records securely and maintain written policies and procedures to:

- Allow access to authorized personnel only.
- Maintain the confidentiality of all medical records.
- Maintain medical records so that records are documented accurately and in a timely manner, are readily accessible and permit prompt and systematic retrieval of information.
- Train staff periodically on proper maintenance of member information confidentiality.

**Blue Cross Complete provides training and evaluates providers' compliance with these standards. If you have any questions, call your provider account executive or Blue Cross Complete Provider Inquiry at 1-888-312-5713.**

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## Report suspected fraud to Blue Cross Complete

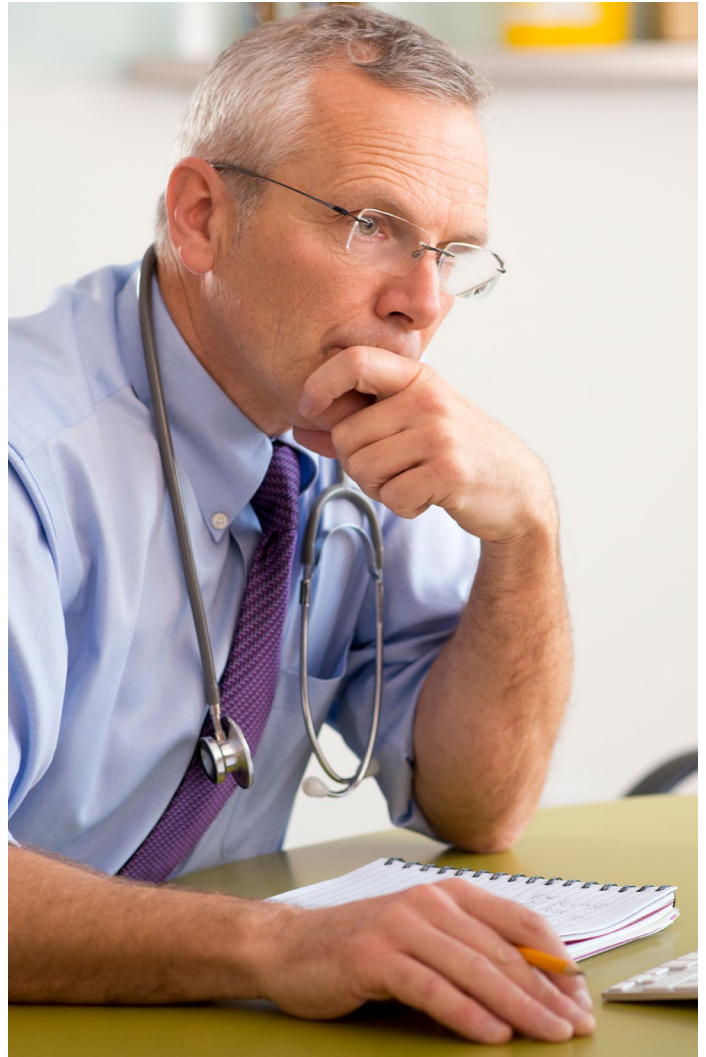
If you suspect another Blue Cross Complete provider, employee or member is committing fraud, notify Blue Cross Complete's Special Investigations Unit:

- Phone: **1-855-232-7640** (TTY 711)
- Fax: **1-215-937-5303**
- Email: [fraudtip@mibluecrosscomplete.com](mailto:fraudtip@mibluecrosscomplete.com)
- Mail:  
Blue Cross Complete  
Special Investigations Unit  
P.O. Box 018  
Essington, PA 19029

Blue Cross Complete's Special Investigations Unit supports local and state authorities in investigating and prosecuting fraud. You can also report suspected fraud related to Blue Cross Complete to the Michigan Department of Health and Human Services by:

- Website: [michigan.gov/fraud](http://michigan.gov/fraud)\*
- Mail:  
Office of Health Services Inspector General  
P.O. Box 30062  
Lansing, MI 48909

You can make reports anonymously.



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