

Enrollment process for FQHC, RHC and THC

The following is an outline of the steps required for a provider in a federally qualified health center, rural health center or tribal health center to participate with Blue Cross Complete.

Please note that if the provider is enrolled with Michigan Department of Health and Human Services Community Health Automated Medicaid Processing System, claims can be sent to Blue Cross Complete before the credentialing process is complete. You do not have to be credentialed with Blue Cross Complete to submit claims.

- I. Application is submitted by provider via:
 - a. Email: BCCProviderData@mibluccrosscomplete.com
 - b. Fax: 1-855-306-9762
 - c. Mail: 4000 Town Center Ste 1300 Southfield, MI 48075
- II. Application is reviewed for completeness
 - a. Necessary information can be different depending on the provider type, for the most part the below information is required:
 - i. Completed application packet
 - ii. Type I and Type II NPI
 1. FQHC/RHC/THC: Type II NPI must be specific to the location the provider is being added to
 - iii. W9 form with payee name and TIN
 - iv. State of Michigan professional license number
 - v. CAQH number
 - vi. Signed agreement if a new group
 - vii. Physician assistants must include supervising physician name and NPI
 - b. If information is missing, we will flag the application as pending and ask for the missing information from the applying provider. If the missing information is not received within 30 days, we will close the application.
- III. CHAMPS status is verified
 - a. If inactive or not enrolled, we will flag the application as pending; if CHAMPS is not updated within 30 days, we will close the application
- IV. Application is reviewed to determine if the provider is credentialed (Blue Cross Complete's Credentialing is delegated to Blue Care Network)
 - a. If the provider is not credentialed, the providers information is sent to Blue Care Network for credentialing
 - b. Applications sent for credentialing take 30 days on average to be credentialed.
- V. The provider is submitted for updating in our system. This takes 30 days, on average.
- VI. We review the updates to make sure they were done correctly
- VII. We send a welcome letter to the provider or contact listed on the application

If at any point there are questions, please send an email with your name and contact information to BCCProviderData@mibluccrosscomplete.com.