



Complete Update

for Blues Medicaid providers



October 2019

Register for the Blue Cross Complete Provider Conference Oct. 31, 2019

Mark your calendars for the Blue Cross Complete Provider Conference, Thursday, Oct. 31, 2019 from 10 a.m. to 12 p.m. at Lyon Meadow Conference Center, 53200 Grand River Ave., New Hudson, MI 48165.

Continuing education topics will include:

- Value based care and what it means for providers
- Integrating mental and physical health
- The impact of social determinants of health
- Culturally and linguistically appropriate services
- Doing business with Blue Cross Complete

If you have any questions or to register, email Janise Plata at jplata1@mibluccrosscomplete.com.

Blue Cross Complete offers NaviNet training Oct. 10, 2019

Blue Cross Complete is offering provider NaviNet training by video conference, Thursday, Oct. 10, 2019, from 10 a.m. to 12 p.m. If you're an office manager, biller or registration staff, join us for a discussion of NaviNet functionalities, such as:

- How to get access and log on to NaviNet
- Claims investigation
- Care gaps – supplemental data

To register, send your name, provider organization, number of attendees and email address to Trish Oliver at poliver@mibluccrosscomplete.com. If you have any questions, contact your Blue Cross Complete provider account executive or call Provider Inquiry at **1-888-312-5713**.

CHAMPS enrollment deadline for prescribers

Providers who prescribe drugs to Medicaid beneficiaries must be actively enrolled in the Community Health Automated Medicaid Processing System by Oct. 1, 2019. The Michigan Department of Health and Human Services will prohibit Blue Cross Complete from making payments for prescription drug claims written by prescribers who aren't enrolled in CHAMPS. This applies to all providers, including medical residents.

We encourage providers to enroll in CHAMPS as soon as possible to avoid interruptions in beneficiary drug therapy.

For information about the enrollment process and how to get started, visit www.michigan.gov/MedicaidProviders.*

Providers who have questions about the enrollment process or require assistance should call MDHHS Provider Support at **1-800-292-2550**.

For details, visit MDHHS at [Medical Services Administration bulletin 19-20](#).*

If you have questions, contact your Blue Cross Complete provider account executive or Provider Inquiry at **1-888-312-5713**.

Blue Cross Complete authorization required documents

To prevent a delay in the processing of an authorization of inpatient hospital services, submit the following documents at the time of the request, if applicable:

- History and physical exam
- Pertinent labs
- Imaging findings

We know you're busy and want to provide the very best care to our members while trimming redundant efforts. To save time and minimize denials, you should submit all the necessary documents with your prior authorization requests. Phone or fax the request, along with supporting documentation, to:

Phone: **1-888-312-5713** (press 1, then 4 to request authorization)

Fax: **1-888-989-0019**
[NaviNet provider portal](#)

For additional information, refer to Section 10 (Managing Utilization) of the [Blue Cross Complete Provider Manual](#).

Thank you for all you do in providing the highest-quality care for our members.

If you have any questions, contact your Blue Cross Complete provider account executive or call Provider Inquiry at **1-888-312-5713**.

* Blue Cross Complete does not control these sites and is not responsible for their content.