



## Table of Contents

Peace of mind: Sharing information helps us understand our provider and member demographic .....	2	Coding Corner: Hypertensive Disease and ICD-10-CM .....	7
Blue Cross Complete offers programs and benefits for pregnant members .....	3	Receive payments through electronic funds transfer .....	8
Encourage blood lead screening for your young patients.....	4	Help us keep the Blue Cross Complete provider directory updated.....	9
Reminder: Behavioral health toolkit available online.....	6	Report suspected fraud to Blue Cross Complete .....	10
Review Blue Cross Complete Utilization Management affirmation .....	6		

## Peace of mind: Sharing information helps us understand our provider and member demographic

We want to make sure we're a resource for providers in giving our members the best care. We ask providers like you for information to learn more about you and your facility. When you're completing certain documents, we may ask you about your cultural background (such as race and ethnicity) and what languages are spoken by you or accessible to members at your office.

The more we know about you and your staff, the better we can meet our members' health care needs culturally. If you choose to share this information, it will stay private. We'll only use it to better meet your needs and the needs of your patients, our members. Thank you for helping us improve our services.

Additionally, we continue our commitment to cultural competency by offering culturally and linguistically appropriate services, or CLAS, training to providers. CLAS training provides an overview of cultural competency standards, legal requirements, local needs and tips that you can use with your non-English or limited-English speaking patients.

To access the CLAS training, visit [mibluccrosscomplete.com](https://mibluccrosscomplete.com).

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



## Blue Cross Complete offers programs and benefits for pregnant members

The moment that your patient finds out that she's pregnant, we encourage you to remind her to contact Blue Cross Complete's Customer Service or the Bright Start® department. We want her to inform us of her pregnancy status so that we can begin coordinating supports and services that will benefit her and her baby.

### Blue Cross Complete offers pregnant members the following benefits:

#### Bright Start

The Bright Start pregnancy management program promotes healthy behaviors and assists members in controlling risk factors during pregnancy. The ultimate outcome for members is the delivery of healthy, full-term infants who will have a bright start in their lives.

#### The goals of the Bright Start program are:

- Early identification of pregnant members
- Early and continual intervention throughout pregnancy
- Provision of services designed to encourage members to seek care and follow prenatal protocols

If you'd like to refer your Blue Cross Complete patient to the Bright Start program, call **1-888-288-1722** from 8 a.m. to 6 p.m., Monday through Friday. TTY users should call **1-888-987-5832**.

#### Customer Service

If your patient has questions or needs help scheduling a physician's appointment, contact Blue Cross Complete's Customer Service at **1-800-228-8554**, 24 hours a day, seven days a week. TTY users should call **1-888-987-5832**.

#### Transportation

Your Blue Cross Complete patient can arrange for transportation to physician's appointments, including same-day appointments, by calling our transportation service at **1-888-803-4947**, 24 hours a day, seven days a week. TTY users should call **711**.

#### Maternal Infant Health Program

The Maternal Infant Health Program is Michigan's largest home visitation program designed for pregnant women and newborns.

#### 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

If your patient is interested in receiving MIHP services, contact Blue Cross Complete Member Services at **1-888-288-1722**.

#### Dental benefits for pregnant women

Healthy teeth are an important part of a healthy pregnancy. Blue Cross Complete offers pregnant members dental coverage while they're pregnant and for three months after their expected due date. For help finding a network dentist in your area, call **1-844-320-8465**. TTY users should call **711**.

**Help us with early identification of pregnancy with our members, so we can provide excellent support during this very important medical time in their lives.**

## Encourage blood lead screening for your young patients

According to the *Michigan Medicaid Provider Manual*, all children covered by Medicaid are considered at high risk for blood lead poisoning and are required by the state to have a blood lead screening before age 2. In addition to a state requirement, blood lead screening is also a HEDIS®\* measure.

**Below is information that may assist you in obtaining blood lead testing for children and ensure proper reporting of testing results to the state:**

### Helpful hints

- Michigan has an established statewide blood lead registry that requires certain information accompany each blood lead specimen (or request, if the specimen is drawn elsewhere):
  - If blood lead samples are sent to the Michigan Department of Health and Human Services Bureau of Laboratories — Trace Metals Section:
    - Providers must obtain a Submitter Clinic Code prior to sending blood lead samples. Providers may obtain a Submitter Clinic Code by contacting the MDHHS Bureau of Laboratories — Data and Specimen Handling Unit.
    - The Blood Lead Test Requisition form (DHHS-0696) must be used. Access the form by visiting [michigan.gov](http://michigan.gov)\*\*.
- If blood lead samples are sent to a private laboratory or if the private laboratory draws and tests the sample, the provider must include the following:
  - Information with respect to the individual tested (name, sex, ethnicity, race, birthdate, address, and, to the extent available, whether the residence or property is owned or rented), phone number, Medicaid identification number, parent or guardian
  - Date of the sample collection
  - Type of sample (capillary or venous)
  - Provider's name, practice name (if applicable), phone number, fax number, email address and mailing address



\*HEDIS®, which stands for the Healthcare Effectiveness Data and Information Set, is a registered trademark of the National Committee for Quality Assurance.

\*\*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.



## Encourage blood lead screening for your young patients (continued)

Once screening is completed, the conducting laboratory should submit the required information to the blood lead registry.

- Primary care physicians are encouraged to draw blood in their offices for all children needing blood lead testing. Sending patients to a lab to have blood drawn has been reported as a barrier to testing. Most often, the child is never taken to the lab for the draw to be completed.
- If there are instances when a blood draw isn't accomplished, the primary care physician may refer a child to the local health department for services, if the child lives in a jurisdiction where the department agrees to obtain a blood sample.
- The MDHHS Bureau of Laboratories — Trace Metals Section will report all results to the child's ordering provider.
- All clinical laboratories in Michigan that analyze blood samples for lead shall report all blood lead results, rounded to the nearest whole number, to the MDHHS Childhood Lead Poisoning Prevention Program, also known as CLPPP, or the community public health agency.
- Reports should be made within five working days after test completion. If a blood lead test has been completed but isn't displayed in the Michigan Care Improvement Registry, also known as MCIR, the local health department or primary care physician should contact the MDHHS CLPPP to report the blood lead results.

To ensure timely reporting, encourage blood lead screening for your patients prior to their 2nd birthday. For additional information, visit the MDHHS blood lead testing website at [michigan.gov](https://michigan.gov).\*\*

\*HEDIS®, which stands for the Healthcare Effectiveness Data and Information Set, is a registered trademark of the National Committee for Quality Assurance.

\*\*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.

## Reminder: Behavioral health toolkit available online

As a part of the Blue Cross Complete education and support program, primary care physicians can access our Behavioral Health Provider Toolkit, which has information about several behavioral conditions such as:

- Anxiety disorders
- Attention-deficit/hyperactivity disorder
- Depressive disorders
- Substance use disorders
- Screening, brief intervention, and referral to treatment, also known as SBIRT

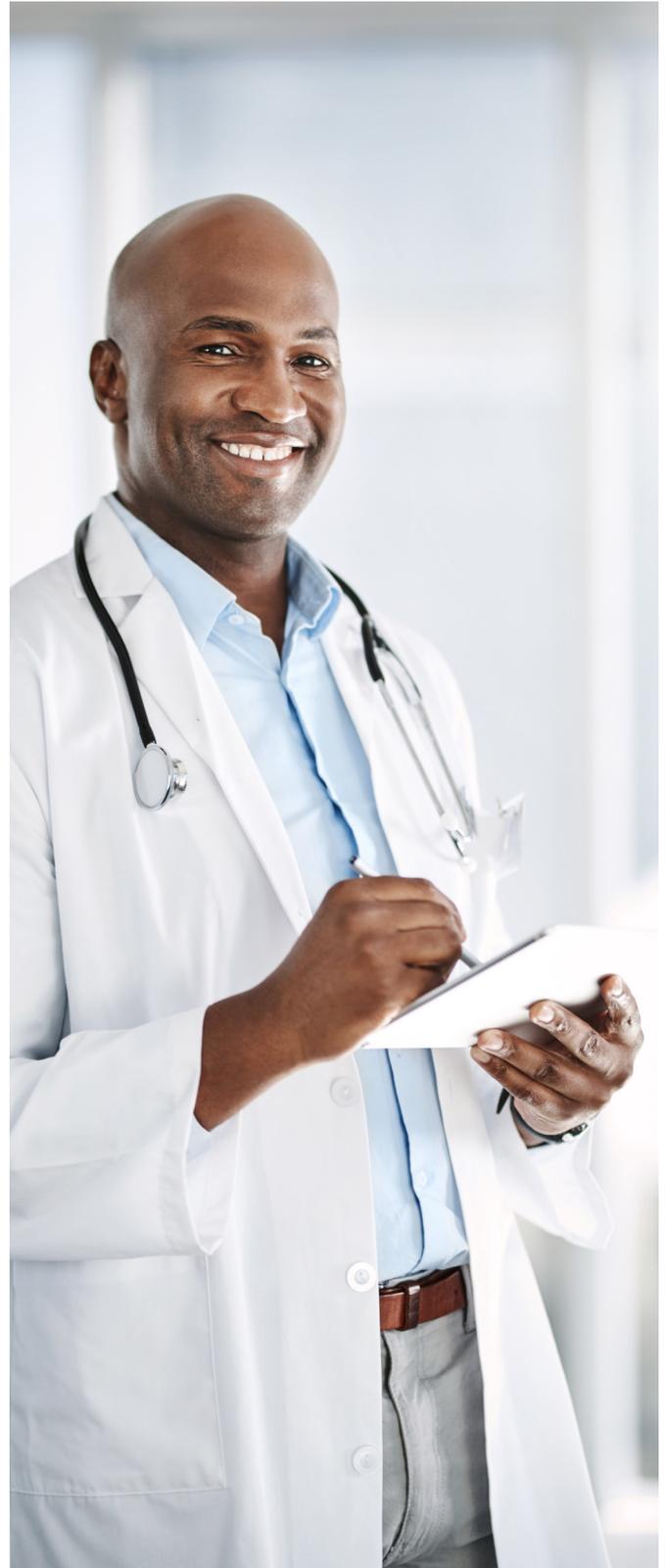
The toolkit provides screenings, medication management options and resources that could be beneficial to your practice in managing our members. Behavioral Health Toolkit training is available on the Blue Cross Complete provider website at [mibluecrosscomplete.com](http://mibluecrosscomplete.com).

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

## Review Blue Cross Complete Utilization Management affirmation

**Blue Cross Complete affirms that:**

- Clinical review decision-making is based only on the existence of coverage and on the appropriateness of the care and service.
- Providers and other individuals aren't specifically rewarded for issuing denials of coverage.
- Clinical review decision-makers don't receive financial incentives for decisions that result in underutilization.



## Coding Corner: Hypertensive Disease and ICD-10-CM

Claims analysis shows that hypertensive disease is a frequently under coded diagnosis. Coding correctly for hypertension using **ICD-10-CM** can be daunting unless you know the rules. Correct coding, however, is important for many reasons, including:

- Adherence to **ICD-10-CM** coding conventions for reporting diagnoses is **required under the Health Insurance Portability and Accountability Act of 1996 regulations**.<sup>1</sup>
- It's vital for managed care organizations, such as Blue Cross Complete, to have accurate and complete hypertension diagnosis data on file to provide optimum care management and coverage.

When coding hypertension, it's important to consider the **Official Guidelines in the ICD-10 Manual**, which include instructions about "causal relationships." When assigning diagnosis codes for hypertension, in most cases there is a **presumed causal relationship** between hypertension and heart involvement, and between hypertension and kidney involvement. In this case, the presumption allows coders to associate hypertension and chronic heart or chronic kidney disease even when the medical record doesn't definitively indicate they are related.<sup>2</sup>

Below is a quick-reference guide to correct coding for hypertensive disease.

### Hypertensive Disease Coding Guide<sup>3</sup>

Hypertension	Heart disease	Heart failure	Kidney disease	ICD-10 CM code
Yes	No	No	No	<b>I10</b> , (accelerated) (benign) (essential) (idiopathic) (malignant) (systemic) Hypertension
Yes	Yes	No	No	<b>I11.9</b> , Hypertensive heart disease without heart failure
Yes	Yes	Yes*	No	<b>11.0</b> , Hypertensive heart disease with heart failure
Yes	No	No	Yes**	<b>I12.9</b> , Hypertensive chronic kidney disease with stage 1 through stage 4 chronic kidney disease or unspecified chronic kidney disease.
Yes	No	No	Yes**	<b>I12.0</b> , Hypertensive chronic kidney disease with stage 5 chronic kidney disease or end-stage renal disease
Yes	Yes	Yes*	Yes**	<b>I13.0</b> , Hypertensive heart and chronic kidney disease with heart failure and with stage 1 through stage 4 chronic kidney disease, or unspecified chronic kidney disease
Yes	Yes	Yes*	Yes**	<b>I13.2</b> , Hypertensive heart and chronic kidney disease with heart failure and with stage 5 chronic kidney disease, or end-stage renal disease
Yes	Yes	No	Yes**	<b>I13.10</b> , Hypertensive heart and chronic kidney disease without heart failure and with stage 1 through stage 4 chronic kidney disease, or unspecified chronic kidney disease
Yes	Yes	No	Yes**	<b>I13.11</b> , Hypertensive heart and chronic kidney disease without heart failure and with stage 5 chronic kidney disease, or end-stage renal disease
*Also requires type of heart failure to be coded — Category I50				
**Also requires type of kidney disease to be coded — Category N18				
Copyright © 2014 American Academy of Family Physicians (AAFP). Reproduced with permission from AAFP; request number 3595.				

<sup>1</sup> "HIPAA administrative simplification: modifications to medical data code set standards to adopt ICD-10-CM and ICD-10-PCS. Final rule," Federal Registry, January 16, 2009; 74(11):3328-62, <https://www.ncbi.nlm.nih.gov/pubmed/19385111>, (accessed July 23, 2018).

<sup>2</sup> Carol J. Buck, CD-10 CM Official Guidelines: 2018 ICD-10-CM For Hospitals (Elsevier, 2018), p.18.

<sup>3</sup> Kenneth D. Beckman, MD, MBA, CPE, CPC, "How to Document and Code for Hypertensive Diseases in ICD-10," Fam Pract Manag. 2014 Mar-Apr;21(2):5-9, <http://www.aafp.org/fpm/2014/0300/p5.html>, (accessed July 23, 2018).

## Receive payments through electronic funds transfer

Blue Cross Complete is going green. Soon we'll be eliminating paper checks. You can help us by signing up for electronic funds transfer.

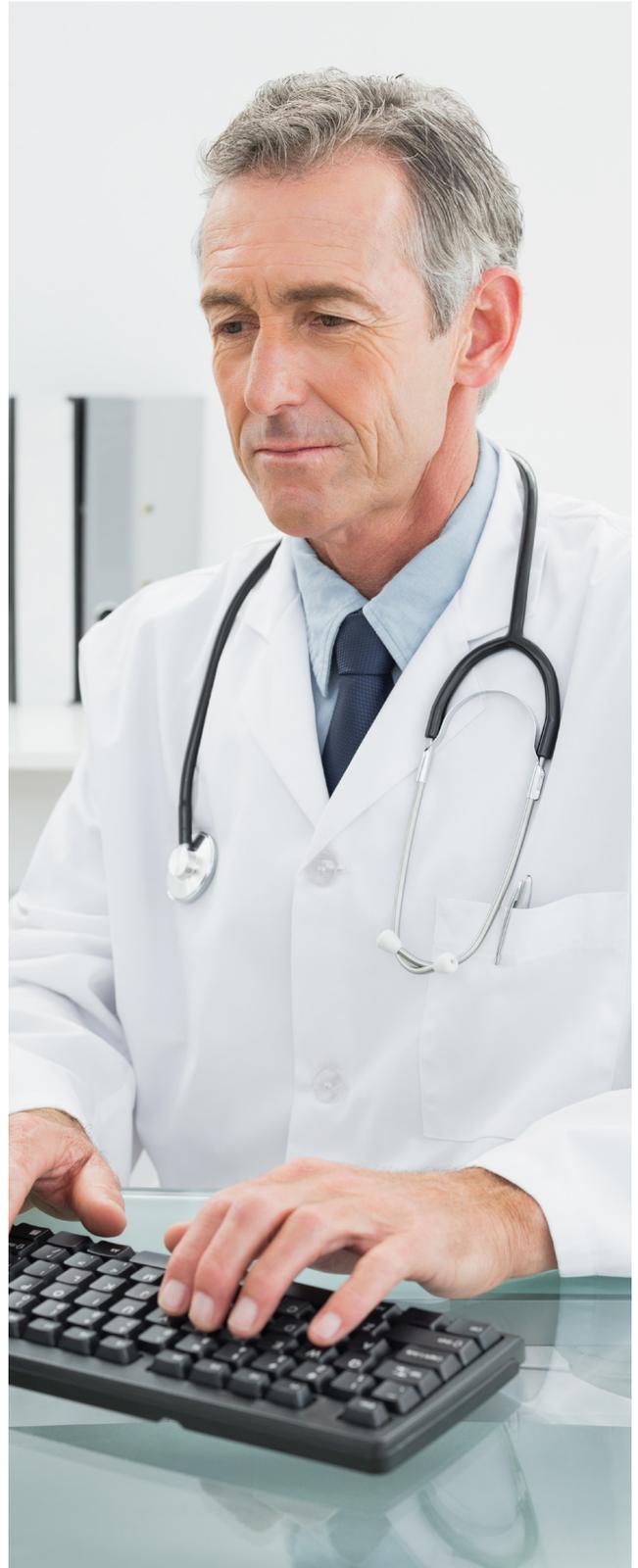
An EFT is the electronic exchange or transfer of funds from one account to another. EFT is Blue Cross Complete's recommended choice of payment because of its overall efficiency. It improves the processing of all payments and simplifies payment reconciliation when used with a standard electronic remittance advice. An ERA is an electronic explanation to the provider of the payment made that includes:

- Information about the patient
- Services rendered
- Name of the provider that rendered services
- Any claims adjustments

EFT is a solid investment and a long-term, efficient tool for receiving payments.

If you're interested in receiving electronic payments and remittance from Blue Cross Complete, enroll now at [changehealthcare.com](https://changehealthcare.com) and select **Blue Cross Complete Michigan (payer ID: 32002)** as your receiver.

**If you have questions about EFT or enrollment, call Change Healthcare at 1-866-506-2830, (option 1), or your Blue Cross Complete provider account executive.**



## Help us keep the Blue Cross Complete provider directory updated

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

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

View your provider information at [mibluccrosscomplete.com](https://mibluccrosscomplete.com). Click on the **Find a Doctor** tab. Let us know in writing of any discrepancies or changes to the Blue Cross Complete directory. Submit changes at least 60 days in advance, if possible.

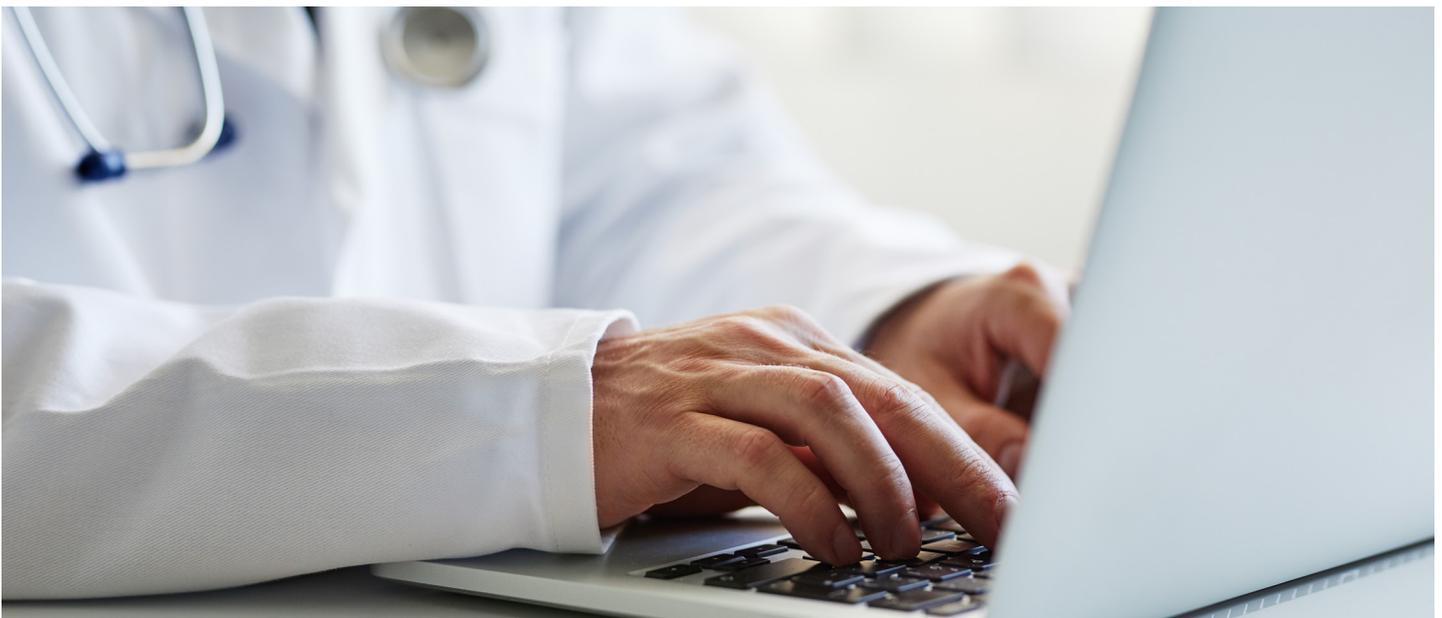
**Note:** Changes submitted to Blue Cross Blue Shield of Michigan and Blue Care Network aren't automatically updated in the Blue Cross Complete system. You must also submit them directly to Blue Cross Complete for the provider directory.

You can use the Blue Cross Complete Provider Change form at [mibluccrosscomplete.com/provider](https://mibluccrosscomplete.com/provider).

### Completed change forms must be submitted by:

- Email: [bccproviderdata@mibluccrosscomplete.com](mailto:bccproviderdata@mibluccrosscomplete.com)
- Fax: **1-855-306-9762**
- Mail:  
Blue Cross Complete of Michigan  
Attention: Provider Network Management  
100 Galleria Officentre, Suite 210  
Southfield, MI 48034

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



\*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.

## Report suspected fraud to Blue Cross Complete

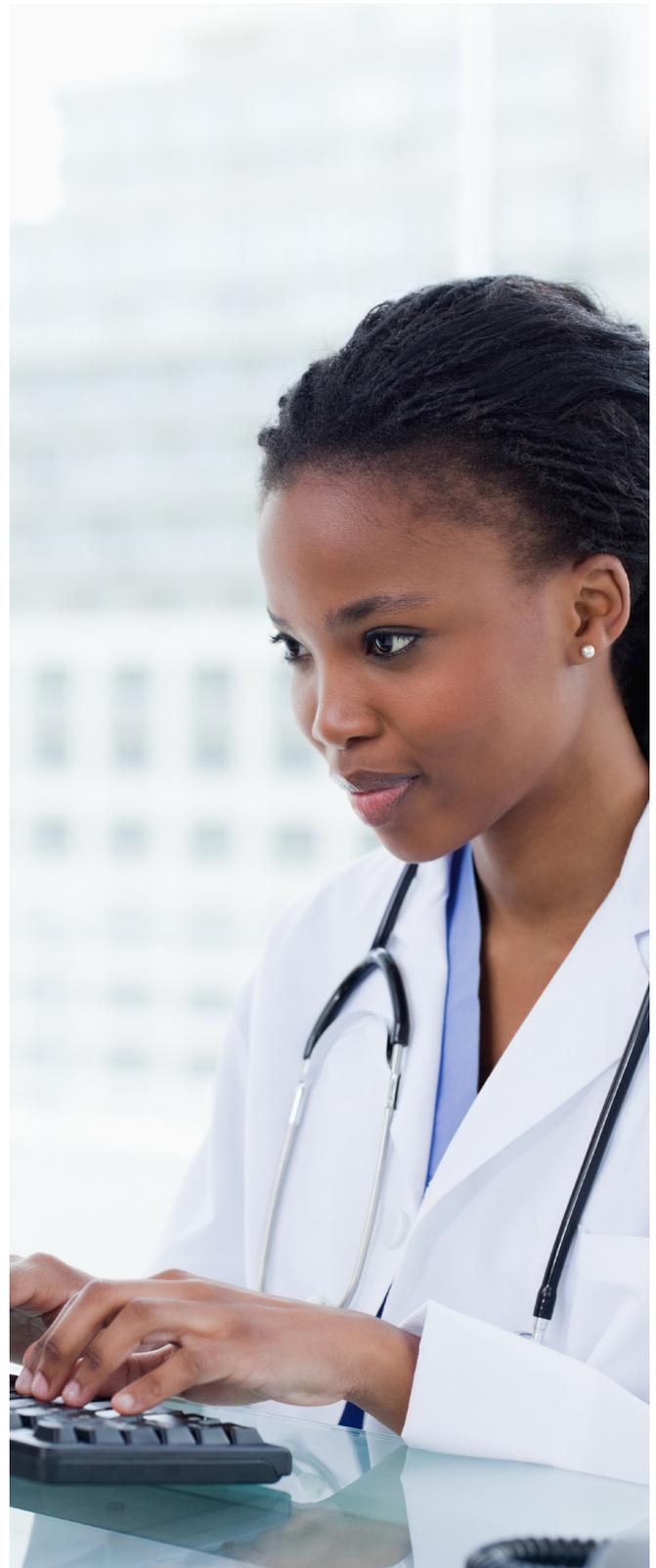
Providers who suspect that another Blue Cross Complete provider, employee or member is committing fraud should notify the Blue Cross Complete Antifraud Unit as follows:

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

The Blue Cross Complete Antifraud 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:

- Phone: **1-855-MI-FRAUD (1-855-643-7283)**
- Website: [michigan.gov/fraud](http://michigan.gov/fraud)\*
- Mail:  
Office of Inspector General  
P.O. Box 30062  
Lansing, MI 48909

You can make reports anonymously.



\*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.

Blue Cross     
**complete**  
of Michigan

*Blue Cross Complete of Michigan LLC is an independent licensee  
of the Blue Cross and Blue Shield Association.*

BCC-18326354

All images are used under license for illustrative purposes only.  
Any individual depicted is a model.

[mibluccrosscomplete.com](http://mibluccrosscomplete.com)