



Complete Update

for Blues Medicaid providers



August 2017

Providers required to enroll into the Community Health Automated Medicaid Processing System

All current and new Michigan Medicaid providers, including out-of-state providers who service Michigan Medicaid beneficiaries, are now required to access the Community Health Automated Medicaid Processing System to register to participate in the Michigan Medicaid program.

On July 1, 2017, Blue Cross Complete stopped accepting new enrollment applications from providers who haven't enrolled in the Michigan Department of Health and Human Services' CHAMPS. Provider enrollment must be completed in CHAMPS before submitting an application to Blue Cross Complete.

Effective Jan. 1, 2018, claims submitted by contracted providers who haven't fully completed the provider enrollment in CHAMPS will deny or not appear on a remittance advice. Once enrollment in CHAMPS is complete, providers may resubmit claims for processing.

If you haven't already registered in CHAMPS, get the MDHHS login instructions located online at Michigan.gov* or access the CHAMPS enrollment link at Mibluccrosscomplete.com/providers under the "Michigan Department of Health and Human Services resources for providers" header.

If you have any questions, contact your Blue Cross Complete provider account executive.

State changes benefits for outpatient behavioral health visits

In an effort to provide greater access to and to support coordination of care for behavioral health services, effective Oct. 1, 2017, the Michigan Department of Health and Human Services will remove the 20 visit maximum limitation for outpatient behavioral health services for Medicaid beneficiaries.

As a reminder, Blue Cross Complete members who need mental health services can call a mental health provider contracted with Blue Cross Complete and arrange for an appointment. Members who need assistance locating a mental health provider can contact Blue Cross Complete Customer Service at 1-800-228-8554.

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

Blue Cross Complete provider account executive.

Help us stay in touch with you

Have you missed an edition of the provider newsletter? Or, did you get an invitation to a meeting late because it was forwarded to you by someone else in your office? We want to make sure you're receiving all of Blue Cross Complete's provider education and communication materials that we offer to assist you in providing quality care to our members.

If you're having difficulty receiving Blue Cross Complete provider communications, contact your Blue Cross Complete provider account executive to verify the name and address of the point of contact person for your office.

Blue Cross Complete paper claims and provider paper claims appeals processes

As a reminder, Blue Cross Complete's paper claims and provider paper claims appeals should be sent to the following addresses:

- Paper claims – Blue Cross Complete Claims
P.O. Box 7355
London, KY 40742
- Provider paper claims appeals – Blue Cross Complete Claims Appeals
P.O. Box 7361
London, KY 40742
- Utilization Management paper claims appeals – Medical Appeals Department (**for medical necessity appeals only**)
Blue Cross Complete Claims
P.O. Box 41789
North Charleston, S.C. 29423

Do not send paper claims or paper claims appeals:
Blue Cross Blue Shield of Michigan
600 E. Lafayette
Detroit, MI 48226

Claims sent to this address will delay timely processing and payment.

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