



# Complete Update

## for Blues Medicaid providers



February 2019

### Is your Community Health Automated Medicaid Processing System enrollment nearing expiration?

Starting January 1, 2019, all providers are required to be screened by, and enrolled in, CHAMPS in order to serve Michigan Medicaid beneficiaries, including providers in a managed care organization's network.

The Michigan Department of Health and Human Services prohibits Blue Cross Complete from making payments to all typical rendering, referring, ordering, operating, billing, supervising and attending providers not enrolled in CHAMPS.

Check the expiration date for your CHAMPS enrollment and keep it active at all times to avoid any disruption of services to members.

For instructions on how to enroll in CHAMPS, log in to [michigan.gov/medicaidproviders](http://michigan.gov/medicaidproviders)\* and click on Provider Enrollment.

### Submit Clinical Laboratory Improvement Amendment number for reimbursement of claim

For dates of service on or after October 11, 2018, we will deny claims submitted for laboratory services without the appropriate clinical laboratory improvement amendment identification number.

Centers for Medicare & Medicaid Services' CLIA regulations apply to laboratory testing in all settings, including commercial, hospital and physician office laboratories. You can see your CLIA certification level and effective dates on the [CMS Laboratory Demographics Lookup tool](#)\*.

While the CLIA number is required, supplying the proper CLIA number doesn't guarantee payment because other claims processing guidelines apply.

If you have questions, call Blue Cross Complete's Provider Inquiry department at 1-888-312-5713 or your Blue Cross Complete provider account executive.

### 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 EFT, which is Blue Cross Complete's recommended choice of payment.

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

Change Healthcare will verify your banking information by depositing a small amount in your checking account. Your EFT enrollment won't be complete until you confirm receipt of the deposit.

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

### Blue Cross Complete encourages use of Michigan Quality Improvement Consortium guidelines

MQIC establishes clinical practice guidelines to help ensure the delivery of consistent, quality medical care to patients. Approved clinical practice guidelines are available to all Blue Cross Complete primary care physicians, primary care groups and specialists.

Our quality improvement program encourages adherence to MQIC guidelines. Some examples include member and provider incentives, reminder mailings, telephone reminders, newsletter articles and educational materials.

Copies of the complete guidelines can be found in the [Blue Cross Complete Provider Manual](#) at [mibluccrosscomplete.com/providers](http://mibluccrosscomplete.com/providers).

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