

Services	Contact information
Claims	<ul style="list-style-type: none"> <li><b>Electronic claims:</b> Call Availity 1-800-282-4548 or Optum/Change Healthcare at 1-800-527-8133 for assistance.</li> <li>Access claims information through NaviNet®: Access NaviNet by visiting the <a href="http://mibluccrosscomplete.com">mibluccrosscomplete.com</a> provider self-service page or log in directly at <a href="http://navinet.navimedix.com">navinet.navimedix.com</a>. For assistance with NaviNet, call NaviNet Customer Care at 1-888-482-8057.</li> <li><b>Provider Inquiry:</b> Call 1-888-312-5713 (press 3).</li> <li><b>Paper claims:</b> Blue Cross Complete Claims, P.O. Box 7355, London, KY 40742-7355.</li> <li><b>Provider claims inquiry:</b> Phone questions to Provider Inquiry at 1-888-312-5713.</li> <li><b>Blue Cross Complete Claim Disputes,</b> P.O. Box 7355, London, KY 40742.</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li><b>Translation services:</b> 1-800-228-8554 (TTY users should call 1-888-987-5832)</li> <li><b>Provider Inquiry:</b> call 1-888-312-5713</li> <li><b>Provider member changes:</b> Fax to 1-215-863-5229</li> <li><b>Transportation:</b> Members should call 1-888-803-4947</li> <li><b>Maternal Infant Health Program:</b> Call 1-888-288-1722 to refer a member for pregnancy management services through the Bright Start program.</li> <li><b>Dental Customer Service</b> (Healthy Michigan Plan and Medicaid members 21 and older): call: 1-844-320-8465 (TTY users should call 711) or <a href="#">find a doctor</a>.</li> </ul>
Eligibility verification	<ul style="list-style-type: none"> <li><b>NaviNet:</b> Access NaviNet by visiting the <a href="http://mibluccrosscomplete.com">mibluccrosscomplete.com</a> provider self-service page or log in directly at <a href="http://navinet.navimedix.com">navinet.navimedix.com</a>. For assistance with NaviNet, call NaviNet Customer Care at 1-888-482-8057.</li> <li><b>Availity Essentials Portal®:</b> For access to Blue Cross Blue Shield and Blue Care Network of Michigan provider secured services or technical assistance, call 1-877-282-4548.</li> <li><b>Optum/Change Healthcare:</b> For questions contact Optum/Change Healthcare's call center at: 1-800-527-8133, Monday through Friday from 8 a.m. to 8 p.m. CT.</li> </ul>
Pharmacy services	<ul style="list-style-type: none"> <li><b>For medication prior authorization requests:</b> PerformRx Clinical Pharmacy Help Desk: Phone 1-888-989-0057 / Fax 1-855-811-9326</li> </ul>
Provider enrollment and change requests	<ul style="list-style-type: none"> <li>Obtain <a href="#">Provider Change</a> and enrollment forms at <a href="http://mibluccrosscomplete.com">mibluccrosscomplete.com</a>. Click on Forms under the Provider menu. Submit completed forms and requests to Provider Network Operations at: <a href="mailto:bccproviderdata@mibluccrosscomplete.com">bccproviderdata@mibluccrosscomplete.com</a> or fax to 1-855-306-9762.</li> </ul>
Utilization management	<ul style="list-style-type: none"> <li><b>Submit authorization requests electronically through NaviNet:</b> Access NaviNet by visiting the <a href="http://mibluccrosscomplete.com">mibluccrosscomplete.com</a> provider self-service page or log in directly at <a href="http://navinet.navimedix.com">navinet.navimedix.com</a>. For assistance with NaviNet, call NaviNet Customer Care at 1-888-482-8057.</li> <li><b>Submit authorization requests by phone</b> at 1-888-312-5713 (press 1 then 4).</li> <li><b>Fax clinical documentation for authorizations</b> to: 1-888-989-0019.</li> <li><b>Utilization Management appeals:</b> Member appeals P.O. Box 41789 North Charleston, SC 29423</li> <li><b>Utilization peer-to-peer review,</b> call 1-888-312-5713</li> <li><b>Evolent, (formally National Imaging Associates, Inc.):</b> For most non-emergency outpatient diagnostic imaging services <a href="http://RadMD.com">RadMD.com</a> or call Evolent at 1-800-424-5351</li> </ul>

## Preferred Providers

Type of service (outpatient/inpatient)	Providers
Laboratory	<b>Drugscan:</b> 1-800-235-4890 <b>JVHL:</b> 1-800-445-4979 <b>Quest Diagnostics:</b> 1-866-697-8378
DME, P&O and nondiabetic medical supplies	<b>Northwood, Inc.:</b> Call Northwood's customer service department at 1-800-393-6432 to identify a contracted supplier.
Diabetes and incontinence supplies	<b>J&amp;B Medical Supply:</b> 1-888-896-6233