

# 2021 Blue Dot Changes to the *Blue Cross Complete Provider Manual*

The most recent changes are shown with a Blue Dot.

## Change Description

- **The following update was made to the Blue Cross Complete Provider Manual (January 2021):**
  - **Section 2 - System of Managed Care - (p. 9):** - Change the name from Logisticare to Modivcare.
  
- **The following updates were made to the Blue Cross Complete Provider Manual (February 2021):**
  - **Section 1 - Introduction - (p. 2):** Updated Blue Dot Change verbaige to read more comprehensively.
  - **Section 2 - System of managed care - (p. 7):** Change “preferred” to “network of laboratory vendors”.
  
- **The following updates were made to the Blue Cross Complete Provider Manual (March 2021):**
  - **Section 2 - System of managed care - (p. 7):** Added “Blue Cross Complete includes telehealth services for members through MDLIVE”.
  - **Section 2 - System of managed care - (p. 13):** Updated medical record requirements and expectations.
  - **Section 3 - Clinical Practice and Preventive Care Guidelines - (p. 20):** Added InterQual criteria for bariatric surgery.
  - **Section 4 - Managing the Quality of Care - (p. 22):** Revised steps in the peer review process.
  - **Section 5 - Standards and Ratings - (p. 34):** Updated and clarified provider monitoring through CAHPS survey.
  - **Section 6 - Multicultural Health Care - (p. 35):** Added information about Blue Cross Complete’s Culturally and Linguistically Appropriate Services program, including standards and definitions. Added statement on program objectives and definition of low health literacy.
  - **Section 6 - Multicultural Health Care - (p. 36):** Changed to “translation and interpretation services”. Added definitions of language translation vs. language interpretation. Changed “primary” language to “*preferred* language may not be English”. Added responsive to “Education in support of culturally competent *and responsive* care”.
  - **Section 6 - Multicultural Health Care - (p. 37):** Added “The collection of this data is important and encouraged, as it helps to reduce cultural health barriers and disparities”.
  
- **The following updates were made to the Blue Cross Complete Provider Manual (June 2021):**
  - **Section 1 - Introduction - (p. 1):** Added statement to clarify Blue Cross Complete provides coverage consistent with all applicable Medicaid policies. If new Medicaid services are added, expanded, eliminated, or changed Blue Cross Complete implements the changes.

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### ● The following updates were made to the Blue Cross Complete Provider Manual (June 2021, *continued*):

- **Section 7 - Member Eligibility - (p. 40):** Updated image of Blue Cross Complete member ID standard card - no longer has magnetic stripe on back.
- **Section 7 - Member Eligibility - (p. 41):** Updated image of Blue Cross Complete member ID Healthy Michigan Plan card - no longer has magnetic stripe on back.
- **Section 8 - Member Benefits - (p. 49):** Updated: dental care is covered at a minimum, up to three (3) months after delivery date.
- **Section 8 - Member Benefits - (p. 49):** Added Blue Cross Blue Shield of Michigan as Healthy Kids Dental provider.
- **Section 8 - Member Benefits - (p. 51):** Added clarification that member appeals are related to clinical aspects of provider care and grievances are related to non-clinical aspects of provider care or service.
- **Section 8 - Member Benefits - (p. 52):** Added the word calendar before the number of days.
- **Section 8 - Member Benefits - (p. 53):** Added the word calendar before the number of days.
- **Section 10 - Managing Utilization - (p. 58):** Corrected PO Box of Appeals Coordinator to: 41789.
- **Section 13 - Claims - (p. 79):** Added statement Federally Qualified Health Centers, Rural Health Clinics and Tribal Health Centers must always submit claims to Blue Cross Complete using the member's Medicaid ID.
- **Section 16 - Health Care Fraud Waste and Abuse - (p. 105):** Removed Michigan welfare fraud hotline information.

### ● The following updates were made to the Blue Cross Complete Provider Manual (July 2021):

- **Section 2 - System of Managed Care - (p. 8):** Added Drugscan to table of network lab vendors.
- **Section 2 - System of Managed Care - (p. 13):** Added clarification on provider facility, equipment, personnel and administrative service standards for members with physical disabilities.
- **Section 3 - Clinical Practice and Preventive Care Guidelines - (p. 20):** Added instructions for how members and providers can obtain clinical practice guidelines by mail.
- **Section 7 - Member Eligibility - (p. 40):** Updated instructions on how to verify eligibility using Blue Cross Complete contract number or Medicaid Beneficiary ID.

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- **The following updates were made to the Blue Cross Complete Provider Manual (July 2021, *continued*):**
  - **Section 10 - Managing Utilization - (p. 63):** Removed information for submission of hysterectomy form; not necessary if sterilization only and 30-day waiting period no longer applies.
  - **Section 10 - Managing Utilization - (p. 65):** Added mechanisms to detect underutilization and overutilization of services. Also added mechanisms to assess quality and appropriateness of care furnished to members with special needs.
  - **Section 11 - Managing Care - (p. 68):** Added information about Blue Cross Complete's transition of care process.
  - **Section 14 - Provider Appeals - (p. 98):** Updated provider appeals fax number and changed name of address.
  - **Section 14 - Provider Appeals - (p. 99):** Note regarding expedited appeals removed; member consent added to practitioner request statement.
- **The following updates were made to the Blue Cross Complete Provider Manual (September 2021):**
  - **Section 5 - Standards and Ratings - (p. 30):** Changed routine primary care appointment wait times to 30 days.
  - **Section 12 - Pharmacy Services - (p. 73):** Added word "classes" to describe list of drugs and updated link to michigan.magellanrx.com from michigan.fhsc.com.
  - **Section 12 - Pharmacy Services - (p. 73):** Added clarification on exception policy for all prescriptions and added information where the maintenance drug list can be accessed at michigan.magellanrx.com. Added information and other details for drugs on the Maintenance Drug List and where list is located on mibluccrosscomplete.com.
  - **Section 12 - Pharmacy Services - (p. 73):** Updated link to Preferred Drug List and added statement Blue Cross Complete prior authorization fax form is available on mibluccrosscomplete.com.
  - **Section 12 - Pharmacy Services - (p. 74):** Added information to prescription supply limit.
  - **Section 12 - Pharmacy Services - (p. 77):** Updated link to michigan.magellanrx.com from michigan.fhsc.com.
  - **Section 12 - Pharmacy Services - (p. 78):** Added information on MDHHS prescription drug monitoring program requirement for providers to check the Michigan Automated Prescription System before prescribing controlled substances.

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- The following updates were made to the Blue Cross Complete Provider Manual (September 2021, *continued*):
  - **Section 13 - Claims - (p. 80):** Added information on how to view historical electronic claims and remits processed through Change Healthcare via Emdeon WebConnect.
  - **Section 13 - Claims - (p. 81):** Added information on professional claim submission requirements for referring providers.
  - **Section 13 - Claims - (p. 81):** Added information on UB claim submission requirements for attending providers.