



Complete Update

for Blues Medicaid providers



June 2020

Blue Cross Complete COVID-19 updates

To keep you up to date on the most recent COVID-19 communications, Blue Cross Complete has added a COVID-19 provider alerts section to the News and Updates section of our website.

Please check the website often as notifications and updates are posted frequently.

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

Authorization outpatient surgical and ambulatory procedures

Blue Cross Complete recently made updates to the authorization requirements to make sure reimbursement for services are furnished in the most appropriate and cost-effective setting for the member's medical needs and condition.

Effective June 1, 2020, the following will require prior authorization:

- Ambulatory surgery center procedures
- Outpatient surgical procedures

The Blue Cross Complete [Plan Notification Clinical Review Requirements](#) have been updated to reflect these changes. Providers can call Blue Cross Complete's Utilization Management department for plan notification or authorization requests toll-free at 1-888-312-5713 (press 1 then 4) Monday through Friday from 8 a.m. to 5 p.m.

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

Telemedicine services

Telemedicine is the use of telecommunication technology to connect a beneficiary with a Medicaid enrolled health care professional in a different location. Blue Cross Complete covers telemedicine visits for our members in accordance with state and federal policy.

To provide telemedicine services, practitioners must

use technology that meet the needs for audio and visual compliance in accordance with state and federal standards. Practitioners must also ensure the privacy of the beneficiary and the security of any information shared through telemedicine. Allowable telemedicine services are limited to those listed on the Michigan Medicaid telehealth fee schedule.

For additional details about telemedicine, including billing and reimbursement, visit [Michigan.gov](https://www.michigan.gov)*.

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

Do you know your Blue Cross Complete provider account executive?

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