



Complete Update

for Blues Medicaid providers



June 2021

Clinical practice and preventive care guidelines

Blue Cross Complete endorses the clinical proactive and preventive care guidelines developed by the Michigan Quality Improvement Consortium. These guidelines can be accessed at mibluccrosscomplete.com in the provider section under resources.

In addition to the MQIC guidelines, Blue Cross Complete maintains an internal guideline for the diagnosis and management of chronic obstructive pulmonary disease and we utilize Change Healthcare's InterQual criteria to make utilization management determinations regarding bariatric surgery.

Note: Blue Cross Complete guidelines supersede any other applicable guidelines.

All guidelines are intended as a general resource to assist the practitioner and aren't meant as a substitute for the practitioner's medical judgment. They are based on current medical literature, including existing guidelines and practice standards within the community.

To request a copy of the specific criteria used to make a decision on a member's case, call Utilization Management at 1-888-312-5713.

Healthy Kids Dental

Dental services are a covered benefit for Healthy Michigan Plan members and pregnant members 21 years and older. It's also important for children to get annual dental checkups, starting at age 3. Early intervention helps protect their teeth and keep them healthy.

Blue Cross Blue Shield of Michigan and Delta Dental of Michigan provide Healthy Kids Dental services for children and adolescents through age 20. Blue Cross Complete members are enrolled automatically and receive an identification card from the dental plan. The benefit covers services such as X-rays, cleanings, fillings, extractions and sealants at no cost to families. More details are available at healthykidsdental.org.*

For more information about Blue Cross Complete's dental benefits for children, providers and members should visit mibluccrosscomplete.com and scroll down to Healthy Kids Dental.

Don't forget about pediatric lead testing

Due to the COVID-19 pandemic, well-child visits, risk assessments and pediatric lead testing have all decreased, putting Michigan children at risk. In addition, stay-at-home orders may have increased exposure.

Health care providers play an important role in preventing primary lead exposure, and identifying children at risk of blood lead poisoning. Medicaid requires all children to be tested at 12 and 24 months of age. Children 3 to 6 years old who were not previously tested must be tested at least once. Blue Cross Complete also encourages at-risk members to schedule a lead test with their primary care provider or local health department.

For information on blood lead testing recommendations and Medicaid requirements, visit Michigan.gov.*

Balance billing prohibited

Claims for all billable, covered services must be submitted within 365 days from the date of service. Members cannot be balance billed for **covered services** under any circumstances. All payments to providers must be accepted as payment in full for services rendered.

Michigan Medicaid guidelines prohibit billing of members for claims denied or recovered. Providers are encouraged to utilize our claims inquiry processes to resolve any outstanding payment issues.

Blue Cross Complete processes claims according to Michigan Department of Health and Human Services guidelines. For more details, refer to the [Medicaid Provider Manual](#), General Information for Providers, Section 11 – Billing Beneficiaries at Michigan.gov.* Also reference Section 13 of the [Blue Cross Complete Provider Manual](#) at mibluccrosscomplete.com.

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

*Our website is mibluccrosscomplete.com. While website addresses for other organizations are provided for reference, Blue Cross Complete does not control these sites and is not responsible for their content.

InterQual® is a registered trademark of Change Healthcare LLC and/or one of its subsidiaries.