



Complete Update

for Blues Medicaid providers



October 2021

Prescription drug monitoring program requirement for providers

Effective October 1, 2021, Michigan Medicaid providers who prescribe a controlled substance are required to check the Michigan Automated Prescription System for the beneficiary's 12-month prescription drug history before prescribing controlled substances. The Michigan Department of Health and Human Services announced this in bulletin number MSA 21-30, available at michigan.gov.*

Documentation of the required MAPS check should be kept in accordance with the Medicaid record retention policy. Exemptions to this requirement include:

- Beneficiaries who are receiving cancer treatment or hospice/palliative care in long-term care facilities described in 1396d of Title XIX or other facilities with single pharmacy contract.
- Prescriptions provided during declared natural disasters or emergency services.

Providers with questions should call MDHHS at **1-800-292-2550** or email MDHHS Provider Inquiry at ProviderSupport@michigan.gov. Be sure to include your name, affiliation, NPI number and phone number.

MDHHS instructions for sample ophthalmic frames

As a reminder, The Michigan Department of Health and Human Services contracts for the volume purchase of frames and lenses from an optical laboratory, currently Classic Optical Laboratories. As announced in bulletin number MSA 21-31 on michigan.gov,* vision providers (opticians, dispensing ophthalmologists, optometrists) must order frames, sample frames and lenses directly from the contractor for Medicaid beneficiaries and other beneficiaries who don't have Medicaid.

Vision providers must offer beneficiaries the opportunity to select a frame from a minimum of 100 authorized frame samples. Vision providers must also offer beneficiaries the contractor's brochure of frames, which includes all available styles so beneficiaries can select from more than the vision provider's inventory of sample frames.

Learn the advantages of using NaviNet

Did you know your office can submit a claims inquiry and investigation using the Blue Cross Complete provider portal, NaviNet? NaviNet trainings are held quarterly.

To register, or if you have questions about enrollment on Navinet.net*, contact your Blue Cross Complete provider account executive or Provider Inquiry at **1-888-312-5713**.

Help us keep the Blue Cross Complete provider directory up to date

Accurate provider directory information is crucial to help members get access to their health care services. **Please confirm the accuracy of your information in our online provider directory so our members have up-to-date resources.** Some of the key items in the directory are:

- Provider name
- Phone number
- Office hours
- Hospital affiliations
- Address
- Fax number
- Open status
- Multiple locations

To view your provider information, visit mibluccrosscomplete.com, then click the *Find a doctor* tab and search your provider name. **If any changes are necessary, you must submit them in writing using Blue Cross Complete's Provider Change Form** also at mibluccrosscomplete.com. Go to the *Providers* tab, click *Forms* and then click *Provider Change Form*.

Send completed forms by:

- Email: bccproviderdata@mibluccrosscomplete.com
- Fax: **1-855-306-9762**
- Mail: Blue Cross Complete of Michigan
Provider Network Operations
Suite 1300
4000 Town Center
Southfield, MI 48075

You must also make these changes with NaviNet.* Call NaviNet at **1-888-482-8057** or email support@navinet.net. If you have any questions, contact your Blue Cross Complete provider account executive.

*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.