

July/August 2020

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Mobile coronavirus testing event helps 304 Detroiters

Blue Cross Complete, Blue Cross Blue Shield of Michigan, Wayne State University, the Wayne State University Physician Group and the Arab Community Center for Economic and Social Services worked together to provide no-cost COVID-19 testing for Detroit-area residents on May 13, 2020.

More than 300 residents were tested during the event at Mt. Pleasant Missionary Baptist Church in Detroit's East Warren/Cadieux neighborhood. Prescriptions weren't required.

Blue Cross earlier made a \$5 million commitment to revitalize Warren/Cadieux Corridor and other Detroit neighborhoods as part of Detroit Mayor Mike Duggan's Strategic Neighborhood and Affordable Housing Leverage Fund. It was one of seven organizations that committed \$35 million to support small businesses, restore streetscapes and preserve affordable housing.

When the mobile testing program [launched April 13*](#), it was used to test first responders, health care workers and corrections officers. Now, with the contribution from Blue Cross, the program will be able to expand its reach to nursing homes, care facilities, churches and other sites in the Detroit region.

Nursing homes and care facilities have been among the hardest hit during the coronavirus pandemic. COVID-19 was discovered in all Detroit's nursing homes, accounting for [35% of deaths](#).*

The mobile testing unit uses a fleet of vehicles, drivers and equipment provided by Ford Motor Company. The vehicles are Lincoln Navigators equipped with tents, sanitation, power and Wi-Fi. Wayne State and ACCESS provide the medical kits and staff necessary to conduct the testing.

Helping vulnerable populations and improving access to health care continue to be tenets of Blue Cross' work in communities. We're working to identify and monitor and address health care disparities through policies and programs.

For more information on actions Blue Cross is taking during the pandemic, visit bcbsm.com/coronavirus or visit MIBluesPerspectives.com.*

*Our website is mibluecrosscomplete.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.

Maternal Infant Health program coronavirus guidance

On March 18, the Michigan Department of Health and Human Services announced that its Maternal Infant Health program would offer telehealth visits as a safety measure for members and providers during the COVID-19 pandemic.

The policy will be in effect for 30 days following the termination of the Governor's Declaration of a State of Emergency order, or on the first day of the following month, whichever is later.

To conduct telehealth services, providers must obtain consent. Verbal consent must be documented, followed by written consent at the next in-person visit when possible. Additionally, the client chart documentation must include a valid reason for the telehealth visit.

For full detail of the guidance, visit [Michigan.gov](https://www.michigan.gov).*



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Diabetes monitoring for people with diabetes and schizophrenia

People with schizophrenia have a higher potential of developing diabetes due to a number of factors: antipsychotic medications, obesity, poor diet, lack of exercise and other social determinants of health factors. Diabetes is treatable, but even when under control, these same adults are also at greater risk for developing cardiovascular disease.

Be sure to:

- Encourage your patients to have an HbA1c and LDL-C test performed at least annually
- Review and discuss all lab results with them
- Coordinate care with the patient's behavioral health specialist

For more information, contact your Blue Cross Complete provider account executive or call Provider Inquiry at **1-888-312-5713**.



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Reminder: Monitor major depression treatment with your patients

According to the National Committee for Quality Assurance, patients need to be monitored carefully during the first three to six months of treatment so the clinician can adjust the dosage or type of medication as necessary. Taking the correct medication as prescribed and for the prescribed time is important to the well-being of the patient.

If you haven't done so yet, please follow up with your patients to ensure the treatment plan is successful.

If you have any questions, contact Blue Cross Complete Provider Inquiry at **1-888-312-5713**. Members can also receive assistance with case and complex case management services by calling **1-888-288-1722**.

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Connecting patients to community resources

Blue Cross Complete knows that many things in life can affect your patients' health. Do any of your patients struggle with having enough to eat? Do they need assistance finding a place to stay or need help with heating? Do they need a ride to your office for appointments? We know it's difficult to get patients to their visits for important health screenings or other care when they're facing many of these challenges.

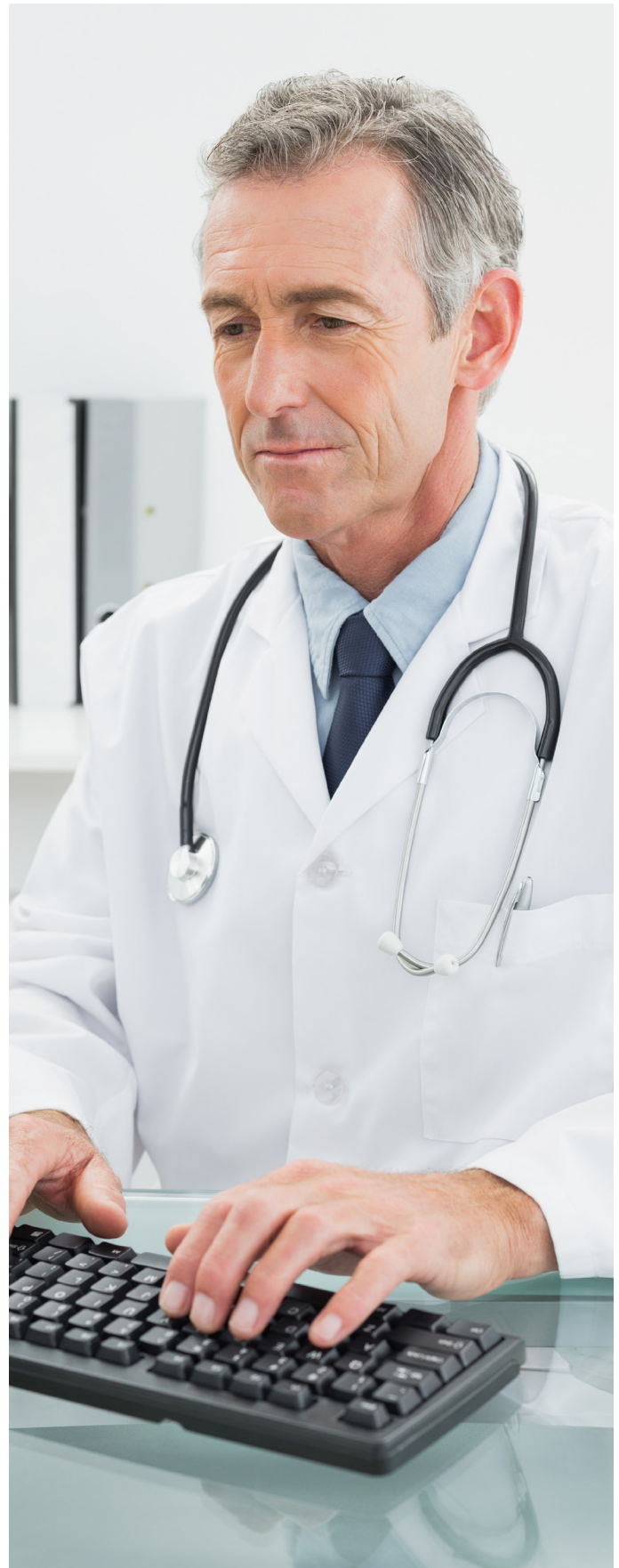
To make it easier for you to assist your patients in meeting both their health and social needs, we've added a **Community Resource Hub** to our website. You'll find a variety of programs offering free or reduced-cost services, including utilities, household items (clothing, home goods, medical supplies, toys), transportation, housing and food that may assist your patients in improving their quality of life.

To find resources:

- Visit mibluccrosscomplete.com, hover over **Resources**, then click **Community Health Resources**.
- Enter your patient's ZIP code into the search box. Then select the category that fits their needs.

If your patient doesn't have access to the internet, they can call our Rapid Response and Outreach Team at **1-888-288-1722** from 8 a.m. to 5:30 p.m., Monday through Friday. TTY users should call **1-888-987-5832**.

For more information, contact your Blue Cross Complete provider account executive or call Provider Inquiry at 1-888-312-5713.



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Early and Periodic Screening, Diagnostic and Treatment visit reminder

As a reminder, federal regulations require state Medicaid programs to offer Early and Periodic Screening, Diagnostic and Treatment services to eligible Medicaid beneficiaries younger than age 21.

EPSDT visits cover medically necessary screening and preventive support services for children. Visits should be performed in accordance with the guidelines of the American Academy of Pediatrics.

For more information on EPSDT visit mchbb.hrsa.gov.*



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Smoking cessation program available for members

The Blue Cross Complete tobacco quit program is a free, phone-based support program that helps members make a plan to quit using tobacco and offers support and encouragement to help them stick to their plan. Members interested in smoking cessation can call **1-800-QUIT-NOW (1-800-784-8669)** 24 hours day, seven days a week.

Drug benefits include over-the-counter and prescription medicines. See the **Pharmacy Services** section of the Blue Cross Complete [Provider Manual](#) for additional coverage information.

For more information, call Blue Cross Complete Provider Inquiry at 1-888-312-5713.

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Telehealth services could benefit your patients

Telemedicine is the use of telecommunication technology to connect a member 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 meets the needs for audio and visual compliance in accordance with state and federal standards. Practitioners must also ensure the privacy of the patient and the security of any information shared by telemedicine.

Covered telemedicine services are limited to those listed on the Michigan Medicaid telemedicine fee schedule. For additional details about telemedicine, including billing and reimbursement, visit the **Provider Resource** section of the Blue Cross Complete website at bluecrosscomplete.com.

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



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Do you know your Blue Cross Complete provider account executive?

If you have questions about electronic funds transfer, CHAMPS enrollment or renewal, need provider orientation or training on NaviNet or would like to schedule a visit, email us or give us a call.

Robert Bush

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Treva Smith

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Counties: Genesee, Livingston, Oakland, Shiawassee, University of Michigan

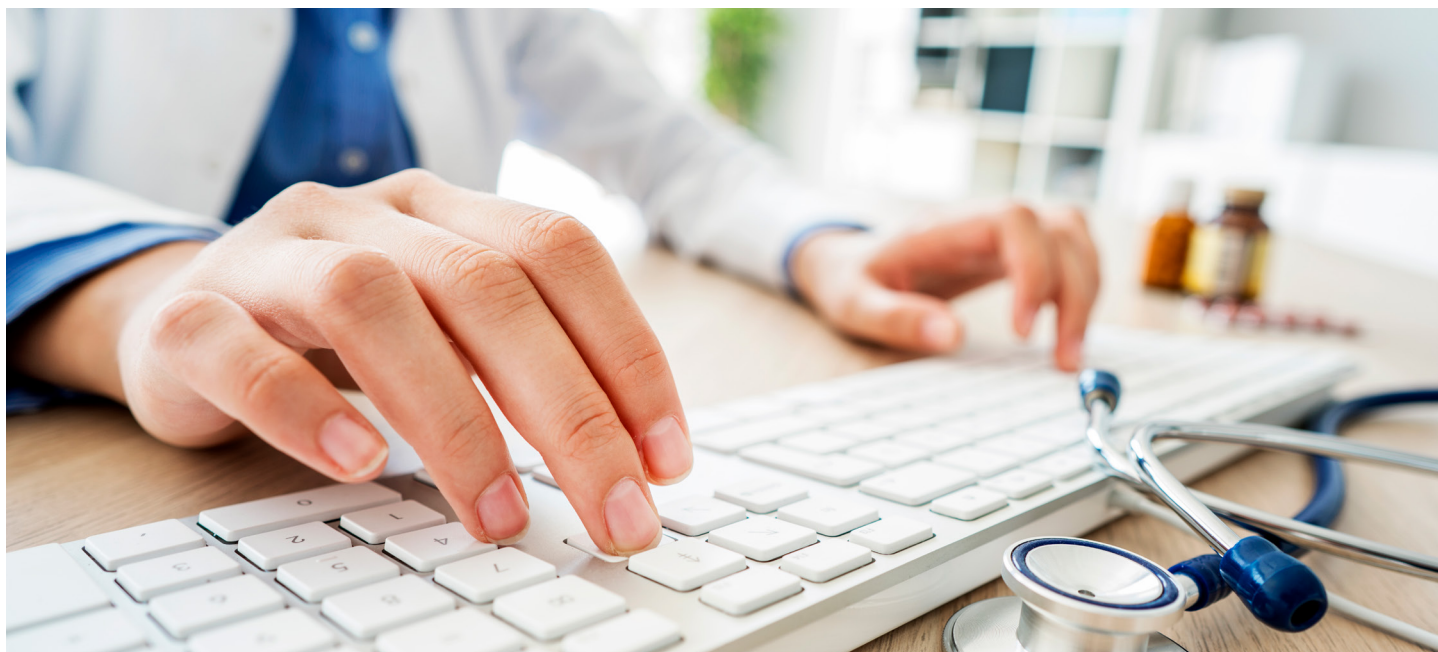
Hillary Woodruff

Phone: 1-248-663-7342

Email: hwoodruff@mibluccrosscomplete.com

Counties: Hillsdale, Jackson, Lenawee, Monroe, Washtenaw

We'd like to support your participation in providing the highest quality care to our shared members.



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

Accurate provider directory information is crucial to helping ensure members have access to their health care services. As a Blue Cross Complete provider, you have a responsibility to provide accurate information about your practice annually, or sooner if any changes occur. Please confirm your information on our online provider directory.

Key items in the directory include:

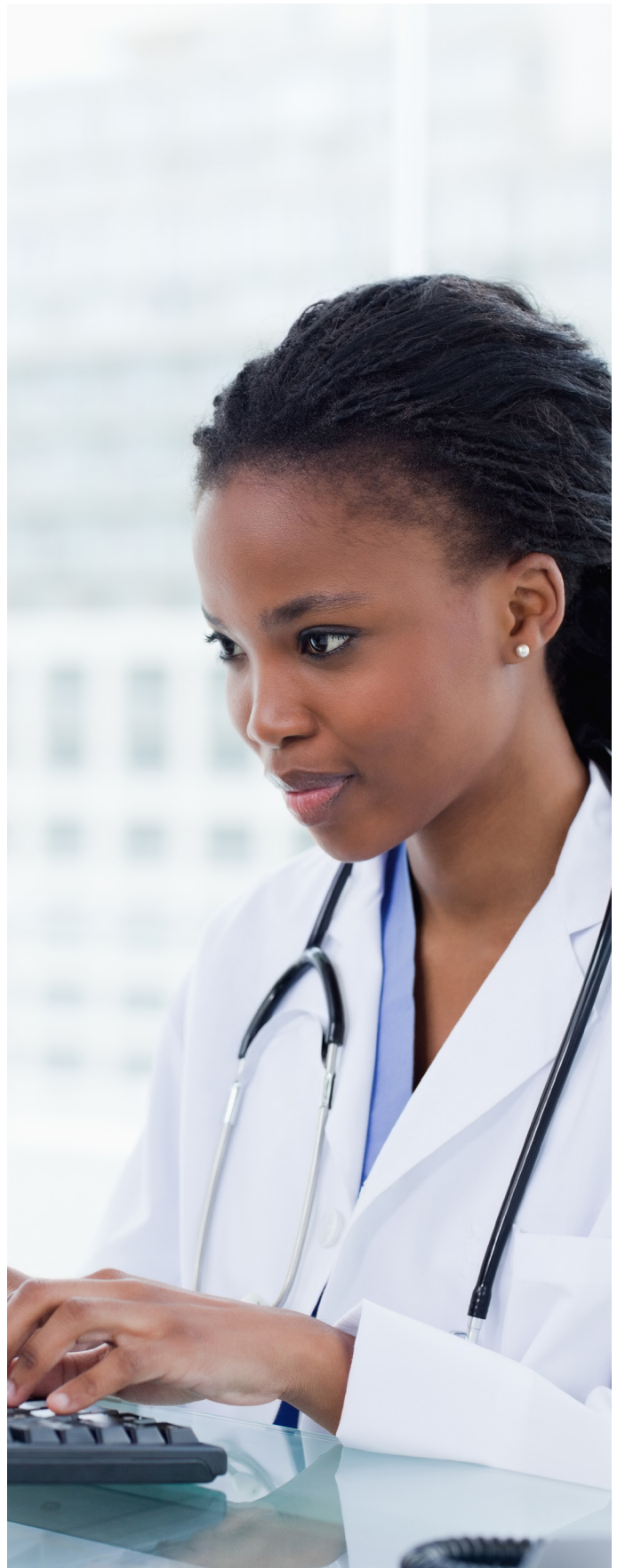
- Provider name
- Address
- Phone number
- Fax number
- Office hours
- Open status
- Hospital affiliations
- Multiple locations

To view your provider information, visit mibluccrosscomplete.com, then click the **Find a Doctor** tab. Submit written notice of any changes to Blue Cross Complete, using the Blue Cross Complete provider change form, also at mibluccrosscomplete.com. Go to the **Providers** tab, click **Forms** and then click on **Provider Change Form**.

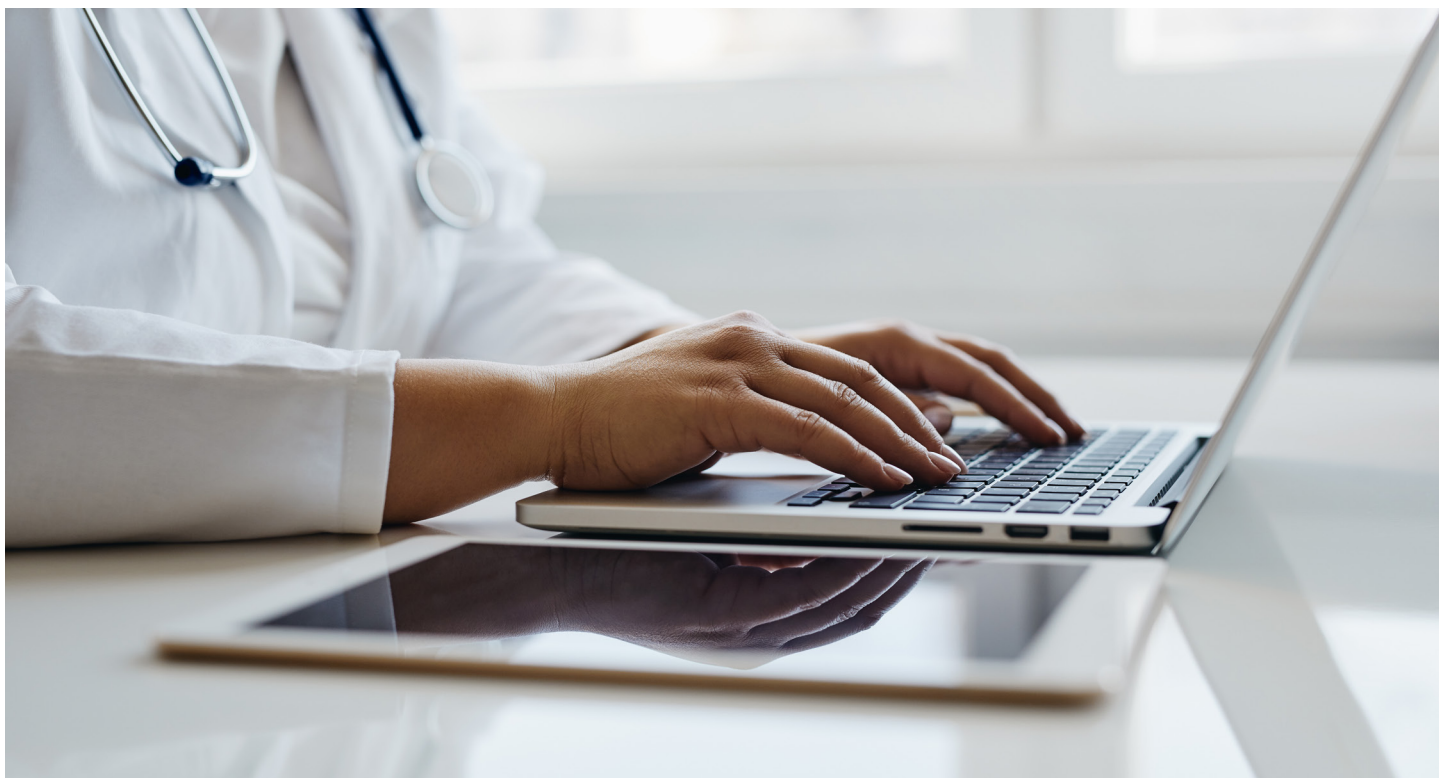
Send completed forms by:

- **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

In addition, you must 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.



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Report suspected fraud to Blue Cross Complete

If you suspect another Blue Cross Complete provider, employee or member is committing fraud, notify Blue Cross Complete's Special Investigations Unit:

- Phone: **1-855-232-7640** (TTY 711)
- Fax: **1-215-937-5303**
- Email: fraudtip@mibluccrosscomplete.com
- Mail:
Blue Cross Complete Special Investigations Unit
P.O. Box 018
Essington, PA 19029

Blue Cross Complete's Special Investigations Unit supports local and state authorities in investigating and prosecuting fraud. You can also report suspected fraud related to Blue Cross Complete to the Michigan Department of Health and Human Services by:

- Phone: **1-855-MI-FRAUD (1-855-643-7283)** or Welfare Fraud Hotline **1-800-222-8558**
- Website: michigan.gov/fraud*
- Mail:
Office of Health Services Inspector General
P.O. Box 30062
Lansing, MI 4890

You can make reports anonymously.

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