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Collecting social determinants of health data to address members' unmet needs

Blue Cross Complete works to improve not only the health of its members, but also the economic and social issues that can act as a barrier to proper care — social determinants of health data that are estimated to account for 70% of avoidable mortality¹ in the United States alone. Up to 80% to 90% of a person's health is tied to factors other than clinical care,² including nutritious food, access to care, safe housing, reliable transportation and community supports. When these SDoH work against someone or are left unaddressed, they create health inequalities — which lead to worse outcomes and more expensive care.

Social factors including education, racial segregation and bias, social supports and poverty can affect a person's risk factors for premature death and life expectancy. SDoH disproportionately impact low-income individuals and minority populations.

Health care providers who serve Blue Cross Complete members are uniquely positioned to identify and address SDoH, and together we can customize person-centered programs to ensure that members have the critical support and services they need to make important lifestyle changes and lead healthier, more productive lives.

Please include the appropriate supplemental ICD-10 diagnosis codes on your claim to report SDoH.

Note: SDoH shouldn't be used as the admitting or principal diagnosis.



¹ McGinnis JM, Williams-Russo P, Knickman JR. 2002. "The case for more active policy attention to health promotion". Health Affairs 21(2) pp.78–93. PMID 11900188. See also National Academies Press free publication: The Future of Public Health in the 21st Century.

² Magnan, S. "Social Determinants of Health 101 for Health Care: Five Plus Five." NAM Perspectives. Discussion Paper, National Academy of Medicine, Washington, DC. 2017. <https://doi.org/10.31478/201710c>.* Accessed 13 June 2019.

Collecting social determinants of health data to address members' unmet needs (continued)

SDoH description	Applicable ICD-10 codes	
Education	Z550 Z551 Z558 Z559	Illiteracy and low-level literacy Schooling unavailable and unattainable Other problems related to education and literacy Problems related to education and literacy, unspecified
Employment	Z56.0 Z56.2 Z56.3 Z56.6 Z56.81 Z56.82 Z56.4	Unemployment, unspecified Threat of job loss Stressful work schedule Other physical and mental strain related to work Sexual harassment on the job Military deployment status Discord with boss and workmates
Housing and economic	Z590 Z591 Z592 Z593 Z594 Z595 Z596 Z597 Z598 Z599	Homeless Inadequate housing Discord with neighbors, lodgers, and landlord Problems related to living in residential institution Lack of adequate food and safe drinking water Extreme poverty Low income Insufficient social insurance and welfare support Other problems related to housing and economic circumstances Problem related to housing and economic circumstances, unspecified
Social environment	Z600 Z602 Z603 Z604 Z605 Z608 Z609	Problems of adjustment to life-cycle transitions Problem related to living alone Acculturation difficulty Social exclusion and rejection Target of (perceived) adverse discrimination and persecution Other problems related to social environment Problem related to social environment, unspecified
Upbringing	Z6221 Z6222 Z6229 Z62810 Z62811 Z62812 Z62819	Child in welfare custody Institutional upbringing Other upbringing away from parents Personal history of physical and sexual abuse in childhood Personal history of psychological abuse in childhood Personal history of neglect in childhood Personal history of unspecified abuse in childhood

Collecting social determinants of health data to address members' unmet needs (continued)

SDoH description	Applicable ICD-10 codes	
Family and social support issues	UZ630	Problems in relationship with spouse or partner
	Z6331	Absence of family member due to military deployment
	Z6332	Other absence of family member
	Z634	Disappearance and death of family member
	Z635	Disruption of family by separation and divorce
	Z636	Dependent relative needing care at home
	Z6371	Stress on family due to return of family member from military deployment
	Z6372	Alcoholism and drug addiction in family
	Z6379	Other stressful life events affecting family and household
Experiences with crime, violence, and judicial system	Z650	Conviction in civil and criminal proceedings without imprisonment
	Z651	Imprisonment and other incarceration
	Z652	Problems related to release from prison
	Z653	Problems related to other legal circumstances
	Z654	Victim of crime and terrorism
	Z655	Exposure to disaster, war, and other hostilities
Inadequate material resources	Z753	Unavailability and inaccessibility of health care facilities
	Z754	Unavailability and inaccessibility of other helping agencies
Contact with and suspected exposure	Z77010	Contact with and suspected exposure to arsenic
	Z77011	Contact with and suspected exposure to lead
	Z77090	Contact with and suspected exposure to asbestos
	Z570	Occupational exposure to noise
	Z571	Occupational exposure to radiation
	Z572	Occupational exposure to dust
	Z5731	Occupational exposure to environmental tobacco smoke
	Z5739	Occupational exposure to other air contaminants
	Z574	Occupational exposure to toxic agents in agriculture
	Z575	Occupational exposure to toxic agents in other industries
	Z578	Occupational exposure to other risk factors
Stress	Z658	Other specified problems related to psychosocial circumstances
	Z659	Problem related to unspecified psychosocial circumstances
	Z733	Stress, not elsewhere classified
	Z734	Inadequate social skills, not elsewhere classified
	Z7389	Other problems related to life management difficulty
	Z739	Problem related to life management difficulty, unspecified

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



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? Finding a place to stay or need heating assistance? Do they need a ride to your office for their 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 will assist your patients in improving their quality of life.

To find resources:

1. Visit mibluccrosscomplete.com, select menu and hover over **Resources**, then click **Community Health Resources**.
2. Enter your patient's ZIP code into the search box. Then select the category that fits his or her needs.

If your patient doesn't have access to the internet but needs resources, he or she can contact 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 contact **1-888-987-5832**.

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



Update to coverage of certified nurse midwife services

The Michigan Department of Health and Human Services issued [Medical Services Administration bulletin 19-09*](#) on April 1, 2019, to update coverage of certified nurse midwife services.

According to the bulletin, a CNM must be enrolled as a Medicaid provider in the Community Health Automated Medicaid Processing System and be uniquely identified on claims to be reimbursed for services. To enroll in CHAMPS, a CNM may go to www.michigan.gov/medicaidproviders,* click on **CHAMPS**, then click on **Register for MILogin Account** for access to CHAMPS and finally click on [Accessing CHAMPS](#).*

To be reimbursed, the CNM must be listed in the **Rendering provider** field on the claim as well as the CNM's national provider identifier number. The NPI of the supervising physician must be included, when applicable.

For the full report, see [Medical Services Administration bulletin 19-09](#).*

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

* 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.

Integration of oral health and primary care

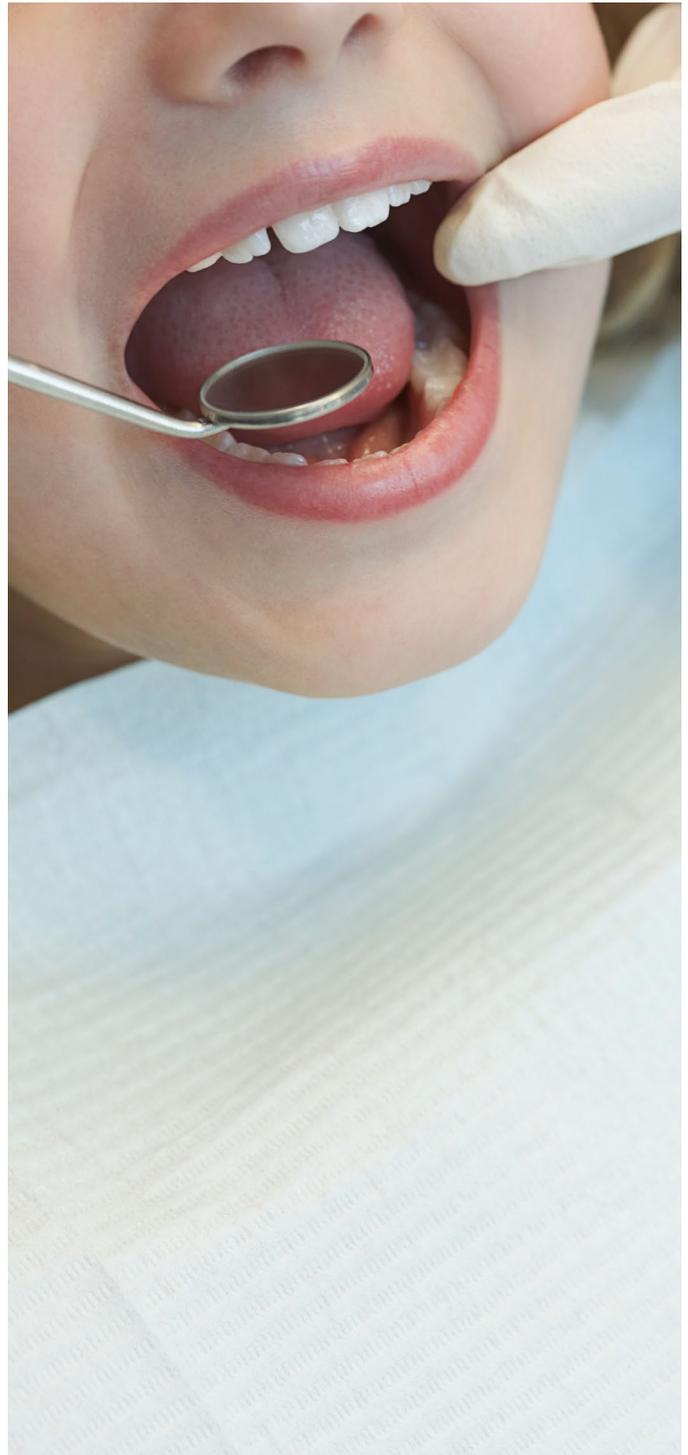
According to the [2010 Global Burden of Disease Study](#),* oral diseases affect 3.9 billion people worldwide and are the world's leading health care problem. Thirty-five percent of the world population experience untreated caries in permanent teeth (all age global prevalence).

In the United States, 24% of children ages 2 to 5 have had dental caries in primary teeth, according to national data from 2011 to 2014. Further, a 2011 study based on North Carolina data showed that children with oral health issues had a three times higher likelihood of performing poorly in school due to dental pain than their classmates who had good oral health. Poor oral health can negatively impact pregnancy and has been linked to conditions such as diabetes, asthma and cardiovascular disease.¹

There's a strong rationale for the integration of oral health and primary care. Currently, Blue Cross Complete offers a dental benefit for the Healthy Michigan Program and pregnancy populations. Blue Cross Complete encourages primary care physicians to provide education and referrals to members who need good oral health.

Blue Cross Complete also allows trained pediatricians to give fluoride varnish treatments to member children.² Find more oral health resource materials at www.michigan.gov/oralhealth.* Contact the Michigan Department of Health & Human Services-Oral Health Program at oralhealth@michigan.gov* for more information regarding oral screenings, caries risk assessment and fluoride varnish applications.

For more information, 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.

¹ Atchison, Kathryn A., DDS, MPH and Jane A. Weintraub, DDS, MPH. "Integrating Oral Health and Primary Care in the Changing Health Care Landscape." North Carolina Medical Journal, vol. 78 no. 6, November-December 2017, 406-409, <http://www.ncmedicaljournal.com/content/78/6/406.full>.* Accessed 21 May 2019.

² Per the Michigan Department of Health & Human Services, providers and staff can find online training for fluoride varnish treatment application at Children's Oral Health Smiles for Life Course 6: Caries Risk Assessment, Fluoride Varnish and Counseling <http://www.smilesforlifeoralhealth.org/>* in order to obtain certification prior to providing oral health screenings and fluoride varnish applications. [Click here](#) for the entire MDHHS report.

Remind your patients about the benefits of routine dental health

Because of the link between dental health and overall wellness, good dental care is important.¹

Regular dental exams can:

- Find problems with teeth and gums before they cause pain or are costly to treat.
- Prevent some problems from happening in the first place.
- Spot warning signs of diseases or other medical conditions in the mouth that are unrelated to the teeth.
- Establish a place to go for a dental emergency.

For these reasons, it's important that your patients see their dentist twice a year for routine checkups. This applies to patients who don't have obvious problems or no longer have natural teeth. Just as your patients have made a habit of daily brushing and flossing, you can encourage them to visit their dentist twice a year for their routine dental appointments.

The following dental care resources for members are listed on page 20 of the [Blue Cross Complete Member Handbook](#):

Dental care: Your oral health says a lot about your overall health. Review the chart below to see who to call for dental services.

Traditional Medicaid members (non-pregnant)	Adults — Contact your local dentist to see if they accept FFS Medicaid coverage.	Children up to age 21 — Healthy Kids Dental <ul style="list-style-type: none"> • To find a dentist, contact Healthy Kids Dental providers: Blue Cross Blue Shield of Michigan or Delta Dental of Michigan: <ul style="list-style-type: none"> – BCBSM Healthy Kids Dental: 1-800-936-0935 (TTY:711) bcbsm.com/healthykids* – Delta Dental: 1-866-696-7441 deltadentalmi.com* • You can also visit healthykidsdental.org* for more information.
Healthy Michigan Plan adult members, including pregnant HMP members 21 years or older	Covered through Blue Cross Complete <ul style="list-style-type: none"> • To find a dentist, visit mibluecrosscomplete.com or call 1-844-320-8465 for assistance. (TTY: 711) 	
MiChild beneficiaries	Covered through Healthy Kids Dental <ul style="list-style-type: none"> • To find a dentist, contact Healthy Kids Dental providers: Blue Cross Blue Shield of Michigan or Delta Dental of Michigan: <ul style="list-style-type: none"> – BCBSM Healthy Kids Dental: 1-800-936-0935 (TTY:711) bcbsm.com/healthykids* – Delta Dental: 1-866-696-7441 deltadentalmi.com* • You can also visit healthykidsdental.org* for more information. 	
Pregnant members who aren't eligible for HMP	Covered through Blue Cross Complete <ul style="list-style-type: none"> • To find a dentist, visit mibluecrosscomplete.com or call 1-844-320-8465 for assistance. (TTY:711) 	

The Healthy Kids Dental program is available statewide to all members up to age 21. Those enrolled will get a permanent identification card from the Healthy Kids Dental provider that has your Medicaid ID number. Call Dental Customer Service with questions at **1-844-320-8465**. (TTY: 711)

For members with Blue Cross Complete dental coverage, you can find an in-network dentist by visiting our website at mibluecrosscomplete.com and click **Find a Doctor**.

* 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.

¹ Mayo Clinic Staff. "Oral Health: A window to your overall health." Mayo Clinic Healthy Lifestyle Adult Health, November 1, 2018, <https://www.mayoclinic.org/healthy-lifestyle/adult-health/in-depth/dental/art-20047475>. * Accessed 30 May 2019.

Blue Cross Complete members may arrange transportation

Blue Cross Complete understands that there may be times when your patients need a ride to medical services or procedures. Blue Cross Complete can help them get there. Members may arrange for transportation for medically necessary medical exams and treatment, including picking up prescriptions and durable medical equipment, by calling **1-888-803-4947**. TTY users should call **711**.

Members should arrange transportation in advance of their appointment. Patients who are pregnant, or need for an urgent appointment, can obtain same-day transportation. Patients can also arrange transportation for appointments scheduled for multiple days with just one phone call. They can consult their [Blue Cross Complete Member Handbook](#) for more specific information on this requirement.

Find additional information on transportation services for Blue Cross Complete members at:

- mibluecrosscomplete.com > Resources > [Transportation Services](#)
- In the brochure [We can help you get there](#)

Wayne County residents who need transportation for dental care, substance use disorder services, some types of mental health services and other substance use disorder services provided by the state of Michigan should call [LogistiCare®*](#) at **1-866-569-1902** from 8 a.m. to 5 p.m., Monday through Friday.

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



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Blue Cross Complete utilization management contact information

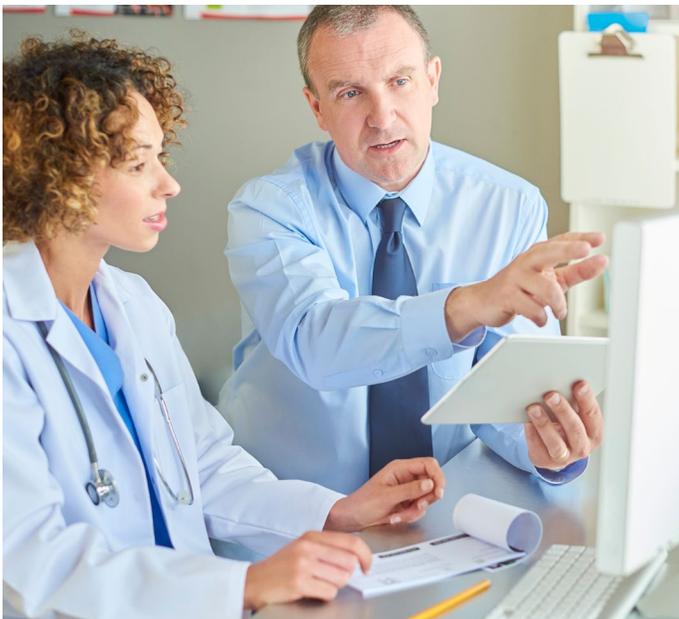
Providers and members can contact Blue Cross Complete about utilization management issues, such as plan notification or authorization requests, using one of the following methods.

- Call Utilization Management at **1-888-312-5713 (press 1, then 4)** from 8 a.m. to 5 p.m., Monday through Friday.
- For urgent or emergent requests outside of the above listed normal business hours, call **1-888-312-5713 (press 1, then 4)** but request an urgent review with the reviewer on call.
- For TTY services, call **1-888-765-9586**.

Certified translation services are available to all Blue Cross Complete providers and eligible Blue Cross Complete members whose primary language isn't English or who have limited English proficiency or low literacy proficiency.

Translation and interpretive services are available in more than 200 languages. Call **1-800-228-8554** to:

- Obtain immediate services over the phone.
- Schedule an appointment for services to be delivered. Let our staff know if you need the services over the phone or in person.



Submit Clinical Laboratory Improvement Amendment number for reimbursement of claim

For dates of service on or after October 11, 2018, we'll deny claims submitted for laboratory services without the appropriate clinical laboratory improvement amendment identification number.

Centers for Medicare & Medicaid Services' Clinical Laboratory Improvement Amendment regulations apply to laboratory testing in all settings, including commercial, hospital and physician office laboratories. You can see your CLIA certification level and effective dates on the [CMS Laboratory Demographics Lookup tool](#).*

While the CLIA number is required, it doesn't guarantee payment because other claims processing guidelines apply.

MDHHS issues Medicaid provider alert about clinic upcharging

On May 6, 2019, the Michigan Department of Health and Human Services issued an alert to providers at federally qualified health centers, rural health centers and Indian health centers about clinic upcharging.

MDHHS reminds providers not to report the clinic's all-inclusive rate as the submitted rate on a claim as this doesn't adhere to the guidelines for proper billing. Instead, charges reported on the claim line should be for specific services.

To view the alert, go to [MDHHS May 6, 2019: Clinic upcharging](#).*

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

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Insulin syringes and pen needles update

BD Ultra Fine™ Products will be Blue Cross Complete's preferred supplier of insulin syringes and pen needles, replacing all other manufacturers, effective July 1, 2019. If your patient has diabetes and needs to inject insulin, he or she can receive these covered items at his or her local pharmacy with a prescription.

The following chart shows the insulin syringes and needle pens that are covered by Blue Cross Complete.

NDC	Insulin syringes	Limit
08290328411	BD Ultra-Fine™ Syringes 1mL	2 boxes/month
08290328431	BD Ultra-Fine™ Syringes 3/10mL	2 boxes/month
08290328466	BD Ultra-Fine™ Syringes 1/2mL	2 boxes/month
08290328418	BD Ultra-Fine™ Short Syringes 1mL	2 boxes/month
08290328438	BD Ultra-Fine™ Short Syringes 3/10mL	2 boxes/month
08290328468	BD Ultra-Fine™ Short Syringes 1/2mL	2 boxes/month
08290328440	BD Ultra-Fine™ Short Needle Syringe ½ unit	2 boxes/month
08290324912	BD Ultra-Fine™ Insulin Syringe 1mL 31Gx6mm	2 boxes/month
08290324911	BD Ultra-Fine™ Insulin Syringe 0.5mL 31Gx6mm	2 boxes/month
08290324909	BD Ultra-Fine™ Insulin Syringe 0.3mL 31Gx6mm	2 boxes/month
08290324910	BD Ultra-Fine™ Insulin Syringe 0.3mL 31Gx6mm ½ unit	2 boxes/month
08290326730	BD™ Ultra-Fine U-500 Insulin Syringe 0.5mL 31Gx6mm	2 boxes/month

If you have any questions, please contact your Blue Cross Complete provider account executive or call Provider Inquiry at **1-888-312-5713** or Pharmacy Help Desk at **1-888-288-3231**.





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. To protect your patients and help them to improve their health and quality of life, be sure to:

- Have an HbA1c and LDL-C test performed at least annually
- Review and discuss all lab results with them
- Coordinate care with the their treating behavioral health specialist

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

U.S. Food and Drug Administration drug recall list available on Blue Cross Complete website

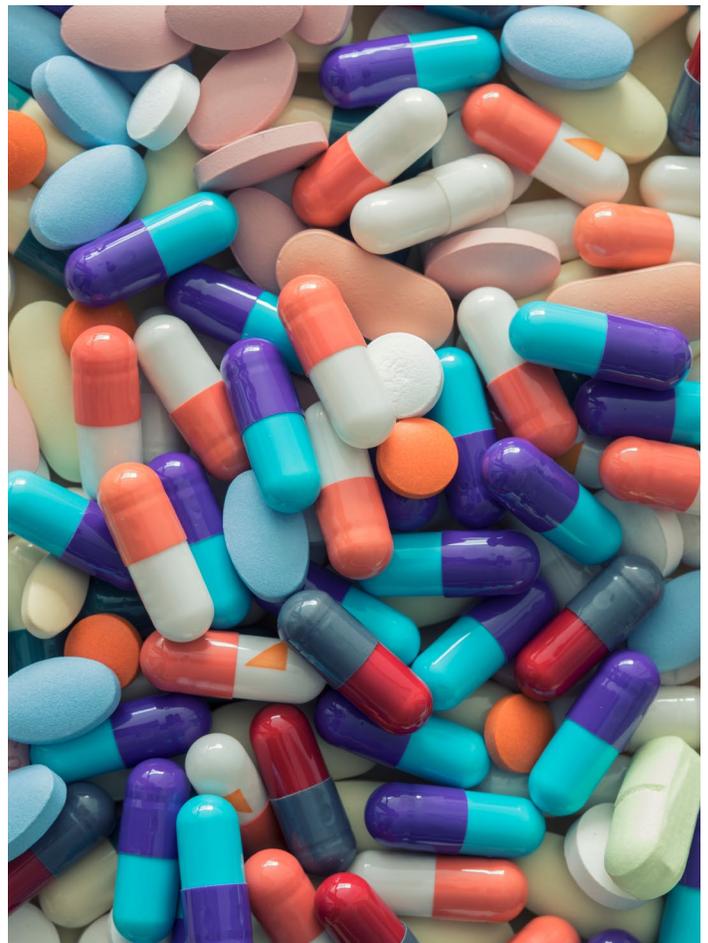
The Blue Cross Complete website publishes the U.S. Food and Drug Administration's list of drug recalls and safety alerts. There are 14 articles posted for 2019 that include updates on nationwide voluntary recalls of Losartan Potassium tablets, Fentanyl Transdermal Systems and Levoleucovorin Injections.

Get the latest in drug recalls at a glance at mbluecrosscomplete.com under the **Member Benefits** tab.

- Click on **Pharmacy Benefits**.
- Scroll down to the **Drug recall** tab at the bottom of the page.

To find out more, call Pharmacy Customer Service at **1-888-288-3231**. You can also talk to your provider or pharmacist. TTY users should call **1-888-988-0071**.

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



Key findings from Deloitte 2018 health care consumer survey

A Deloitte 2018 health care consumer survey finds that an engaged patient results in healthier outcomes and lower health care costs. Patients today are more open to utilizing self-monitoring tools such as at-home testing and diagnostic tools. New digital tools can also help patients remember to take medicine and track their overall health. In-network providers and convenience rate as key drivers for provider selections. Security and privacy of health and personal information remain important considerations for consumers. Efficiency of care, reduced costs and cyber security drive the concerns of health systems.

To view the full article, go to [Inside the patient journey: Three key touch points for consumer engagement strategies](#).¹

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



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¹ Betts, David and Leslie Korenda. "Inside the patient journey: Three key touch points for consumer engagement strategies, Findings from the Deloitte 2018 Health Care Consumer Survey." Deloitte Insights, September 25, 2018, <https://www2.deloitte.com/insights/us/en/industry/health-care/patient-engagement-health-care-consumer-survey.html>. * Accessed 28 May 2019.

Attention Deficit Hyperactivity Disorder eLearning module available on Blue Cross Complete website

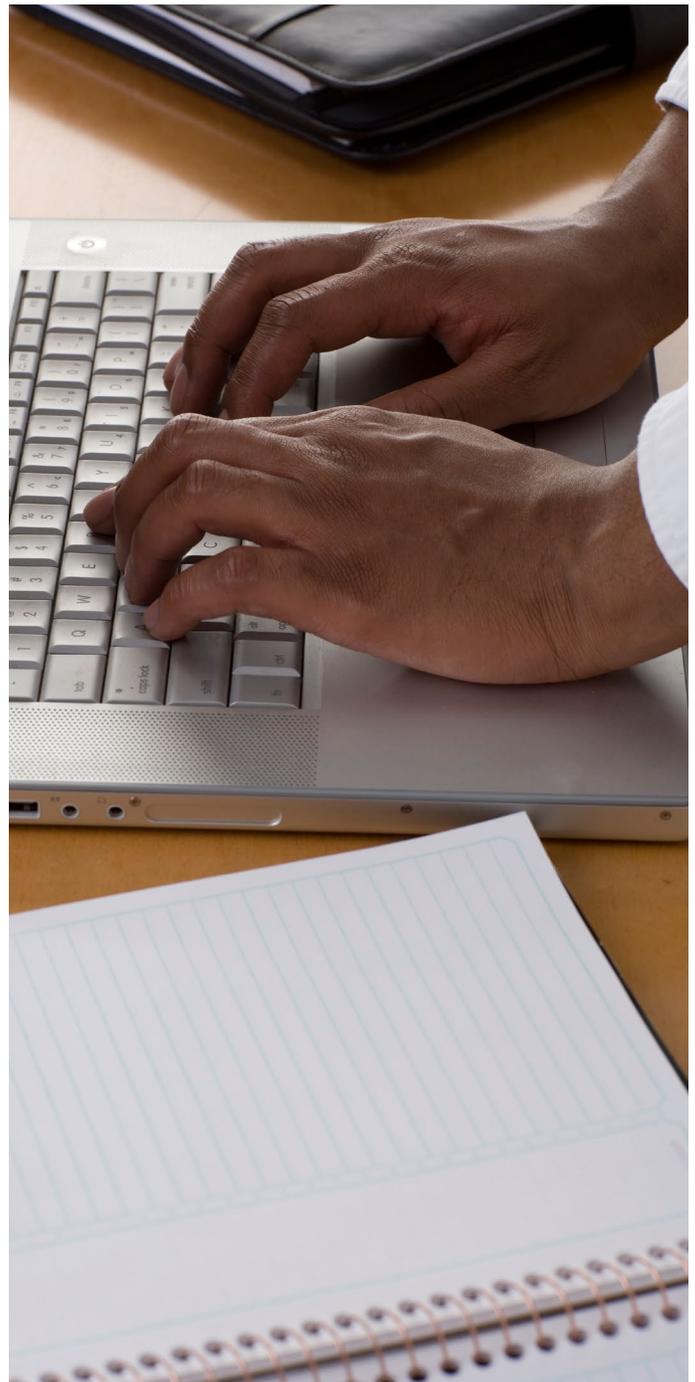
ADHD is one of the most common neurodevelopmental disorders of childhood, and most children and adolescents diagnosed with ADHD will continue to experience symptoms during adulthood.

Because we recognize that primary care providers act as the front line in screening and treating common behavioral health conditions, we offer the ADHD eLearning module. Upon successful completion of this training, you should be able to:

- Describe ADHD.
- Identify the symptoms of ADHD.
- Explain how ADHD is diagnosed.
- Identify evidence-based tools to screen for ADHD.
- Identify age-appropriate treatments for ADHD.
- Describe the Healthcare Effectiveness Data and Information Set (HEDIS®) measures for ADHD*

You can access the Blue Cross Complete ADHD eLearning training module at mibluecrosscomplete.com. Once you complete the training, click on the attestation form link at the end of the training and complete the brief assessment.

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



* HEDIS is a registered trademark of the National Committee for Quality Assurance.

Release of new physician resource: Opioid Use Disorder eLearning module

The Opioid Use Disorder eLearning module for primary care provider practices is a self-guided learning experience providing up-to-date information on the opioid epidemic. The curriculum includes:

- An overview of OUD
- Current United States statistics on the opioid epidemic
- The impact of the epidemic on Medicaid recipients
- The Diagnostic and Statistical Manual of Mental Disorders, 5th edition (DSM-5™) criteria for substance use disorders
- The Centers for Disease Control and Prevention guideline for prescribing opioids for chronic pain
- Information about evidence-based .. practices such as:
 - Medication-assisted treatment
 - Cognitive behavioral therapy
 - Screening, brief intervention and referral to treatment, also known as SBIRT
 - Motivational interviewing
 - Peer support services
- The HEDIS measures for OUD*
- Resources and support available to you and your practice

The Blue Cross Complete OUD eLearning training module is available at mibluecrosscomplete.com under the **Providers** tab (select **Training** in the drop-down menu.)

Once you complete the training, click on the Attestation Form Link at the end of the training and complete the brief assessment.

As part of Blue Cross Complete's ongoing goal to support integrated care, we've made the following resources available to you:

- In-person, on-site behavioral health training from a clinical educator (contact your provider account executive)
- **Behavioral Health Provider Toolkit** at mibluecrosscomplete.com under the **Providers** tab (select **Training** in the drop-down menu)
- Other eLearning modules in this series, including Depression, Anxiety Disorders and ADHD

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



* HEDIS is a registered trademark of the National Committee for Quality Assurance.

Suicide prevention practices chapter added to Behavioral Health Provider Toolkit on Blue Cross Complete website

Suicide is often preventable, yet it's the 10th leading cause of death in the United States.¹ Research shows that many individuals who die by suicide were undiagnosed with a mental health condition. Health care providers can help to prevent suicide by providing early identification of individuals at risk and referring them for appropriate treatment.

To support our providers in your front-line role with your patients, our members, we've developed a helpful resource. The Suicide Prevention Practices chapter has been added to the Behavioral Health Provider Toolkit.

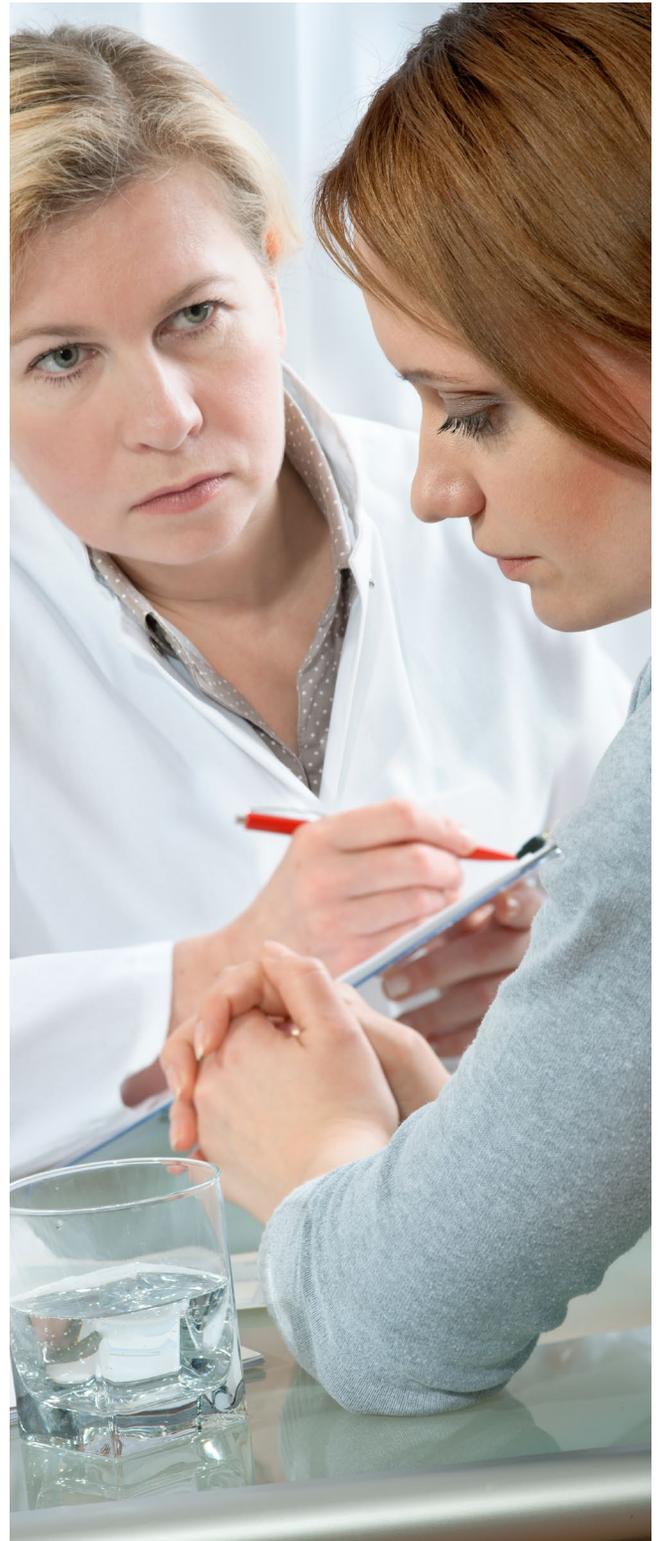
It includes the following information:

- Warning signs of immediate risk
- Risk factors and high-risk populations
- Links to screening and assessment tools
- Summary of treatments and therapies
- Local and national resources for suicide prevention

You can access the [Behavioral Health Provider Toolkit](#) at mibluccrosscomplete.com under the **Training** section on the **Providers** tab. As a reminder, the toolkit also contains information on prevalent behavioral health conditions, including:

- Anxiety disorders
- Depressive disorders
- ADHD
- Substance use disorders

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



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¹ "Suicide Prevention," SAMHSA-HRSA Center for Integrated Health Solutions, <https://www.integration.samhsa.gov/clinical-practice/suicide-prevention-update>.*

Recommend the *Women, Infants, Children Connect* mobile app to your Blue Cross Complete members who are pregnant or new mothers

The Women, Infants, and Children program of the Michigan Department of Health and Human Services has introduced Michigan WIC Connect. This mobile application features support services, such as:

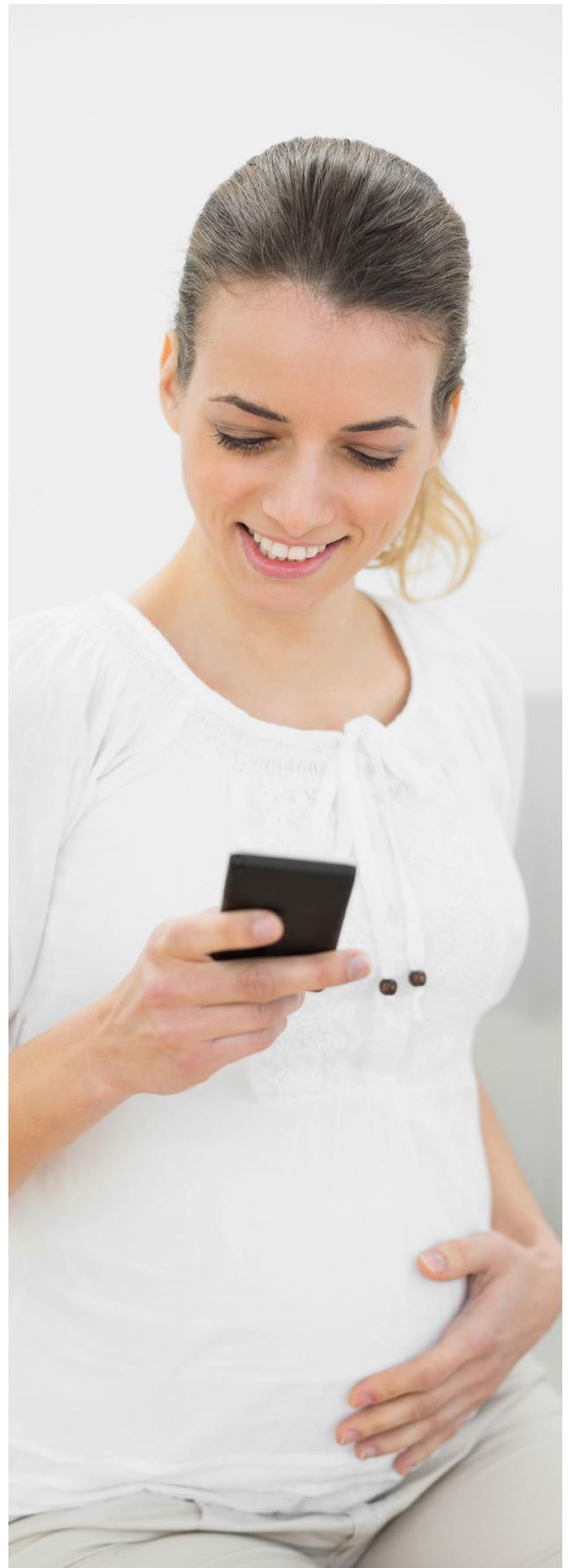
- A shopping list organized around WIC healthy foods
- Smartphone tracking of WIC benefits
- UPC scan feature to find WIC foods
- Maps and directions to WIC-approved stores and nearby clinics
- Appointment reminders
- Ability to update contact information

Members can also use the app to determine potential eligibility, schedule appointments or contact the nearest WIC agency to learn more.

Michigan WIC Connect is available for download at no charge on **Google Play™** and the **App Store™**.

Blue Cross Complete encourages you to recommend the WIC Connect mobile app to our members who are pregnant, new mothers or have a baby, child or foster child under age 5. Click here to view the [Michigan WIC Connect Mobile App User Guide](#).*

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



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Report suspected fraud to Blue Cross Complete

Providers who suspect that another Blue Cross Complete provider, employee or member is committing fraud should notify the Blue Cross Complete Antifraud Unit as follows:

- 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

The Blue Cross Complete Antifraud 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)**
- Website: michigan.gov/fraud*
- Mail:
Office of Health Services Inspector General
P.O. Box 30062
Lansing, MI 48909

You can make reports anonymously.

Help us keep the Blue Cross Complete provider directory updated

Accurate provider directory information is critical to ensuring member 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
- Office hours
- Address
- Open status
- Phone number
- Hospital affiliations
- Fax number
- Multiple locations

Fax: **1-855-306-9762**

Mail: **Blue Cross Complete of Michigan
Provider Network Management**
100 Galleria Officentre, Suite 210
Southfield, MI 48034

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.



* 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.

**NaviNet is a contracted vendor that provides a payer-provider web portal on behalf of Blue Cross Complete through which providers can securely update their provider directory information and access member information including but not limited to track claims status.

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