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MCG message

Title: **Blue Cross Complete payment system and remittance advice changes**

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On October 1, 2020, Blue Cross Complete implemented new payment systems to meet providers' requests for more payment options. A communication was distributed to Blue Cross Complete providers in July 2020.

What does this mean for providers?

Effective October 1, you no longer receive **Blue Cross Complete** electronic remittance advice transactions from Blue Cross Blue Shield of Michigan.

What do providers need to know?

- For questions or assistance with the payment systems, contact your Blue Cross Complete provider account executive or Blue Cross Complete's Provider Inquiry at **1-888-312-5713**.
- Providers who have questions about EFT, virtual credit card or ERAs, including vouchers and 835 transactions, should call ECHO Health at **1-888-834-3511** or contact their Blue Cross Complete provider account executive.

Visit the mibluccrosscomplete.com site to learn more.