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MCG message

Title: Use of Telehealth during the COVID-19 response period

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Blue Cross Complete continues to monitor the latest information regarding COVID-19, and wants to help ensure that our members have access to care for their health care needs. To help accomplish that, we ask that any participating provider who will be closing their office for an extended period of time notify Blue Cross Complete Provider Inquiry at 1-888-312-5713 and indicate whether virtual visits, telephonic consultation, or secure web-portal consultation will be available during this period. Blue Cross Complete covers telehealth visits for our members in accordance with State and Federal policy. Similar to Medicare, many states are adopting expanded or interim policies related to the originating site, payment for telephonic visits, and expanded licensure.

If your office plans to close or limit on-site visits, and provide virtual, telephonic, or web-based support, please see updated guidance provided by the State at Michigan.gov. You can access recent telehealth guidance from the United States Department of Health and Human Services (HHS) Office for Civil Rights (OCR) here: <https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html>. [Blue Cross Complete](#) will provide updates as we receive them.

If your office is closing for an extended period of time and not offering virtual, telephonic, or web-based visits, please direct your patients who are our members to contact Blue Cross Complete Member Services at 1-800-228-8554. We have tools in place to connect members to alternate providers who can support their continued care. Members can also receive support by calling our 24/7 Nurse Call Line at 1-888-288-1724.

For more resources and guidance, please access the [CDC COVID-19 homepage](#).

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