

New mailing address for Blue Cross appeals processing

Blue Cross Complete has updated the mailing address for the following member and provider services:

- Member appeals
- Pharmacy appeals
- Provider appeals

Effectively immediately, send all related correspondence to:

Blue Cross Complete
P.O. Box 80109
London, KY 40742

The updated information is available in the Blue Cross Complete Provider Manual. Providers should update their records to ensure all future submissions are mailed to the correct address to avoid processing delays. As a reminder, the mailing address for member grievances has not changed.

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

Help prevent claim denials and delays by confirming prior authorization dates

To support timely claims processing, Blue Cross Complete reminds hospital providers that prior authorization requests must reflect the dates of service that will be billed on the claim.

To help prevent claim denials and payment delays, the authorized dates of services must match the dates submitted on the hospital claim. If a member hospitalization stay is extended or the dates of services change after prior authorization is approved, providers are responsible for requesting an authorization update before submitting the claim.

Before submitting claims, providers should verify:

- The approved prior authorization covers all billed dates of services.
- The dates of service on the claim match the approved prior authorization.
- Any changes to an inpatient stay or approved services have been submitted to Blue Cross Complete for authorization updates, when required.
- Blue Cross Complete requires hospitals to submit all pertinent clinical information (history and physical, pertinent labs and imaging findings).

Reviewing authorizations for accuracy before claim submission helps ensure timely claims processing and reduces the need for

claims corrections or resubmissions.

Blue Cross Complete recommends providers use the NaviNet provider portal to submit plan notification and authorization requests. Providers are able to upload clinical information through the portal and view the status of request. Providers may also check authorization requirements of specific codes at mibluccrosscomplete.com/providers/prior-authorization-resources/.

In addition, hospitals must notify Blue Cross Complete within 24 hours or one business day of an urgent or emergency admission. If the member is admitted on the weekend or a holiday, hospitals must notify Blue Cross Complete the next business day. Providers must submit an authorization request for planned inpatient admissions, certain outpatient procedures and durable medical equipment. Refer to our Blue Cross Complete Provider Manual for complete details on prior authorization requirements.

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

MDHHS offers free blood lead testing kits to pediatric providers

Michigan Department of Health and Human Services Childhood Lead Poisoning Prevention Program is offering free lead testing equipment to eligible medical practices to support universal blood lead screenings.

Eligible providers can receive the LeadCare® II Blood Lead Analyzer and testing supplies if they:

- Provide care to children under 6 years of age
- Do not currently have point-of-care lead testing equipment
- Have a CLIA Certificate of Waiver or higher

Medical practices that are approved for a free LeadCare® II Blood Lead Analyzer must:

- Sign a Memorandum of Understanding with the MDHHS within 45 days of receiving notice that the application was approved
- Complete an in-person or online manufacturer's training on use of the analyzer
- Comply with blood lead test result reporting requirements according to Michigan law R 325.9081-9086*

To complete the application or for information, go to michigan.gov.^{*} If you have questions, please contact the Michigan Childhood Lead Poisoning Prevention Program at MDHHS-CLPPP@michigan.gov^{*} or 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 doesn't control these sites and isn't responsible for their content.