

## Electronic Visit Verification provider training in December

Blue Cross Complete is committed to supporting our home health care providers with successful implementation and use of Electronic Visit Verification, or EVV.

To help ensure accurate, timely and compliant claims processing, providers are encouraged to register for the EVV provider training webinar, hosted by HHAExchange on Tues., Dec. 9 at 1 p.m. To register, go to [https://hhaexchange.zoom.us/webinar/register/WN\\_k9r-1oW3QTC5LFgBrHx-Kg#/registration](https://hhaexchange.zoom.us/webinar/register/WN_k9r-1oW3QTC5LFgBrHx-Kg#/registration).\*

EVV is a validation of the date, time, location, type of personal care or home health care services provided, and the individual(s) providing and receiving services. It is designed to help ensure beneficiaries receive their authorized care and help ensure compliance with federal and state requirements. Under the MDHHS's Bulletin MMP 24-11, the MDHHS requires the use of EVV for managed care home health care providers serving Medicaid beneficiaries, effective Jan. 1, 2026.\*

During the training webinar, home health care providers will receive an overview of how to generate invoices and export electronic billing claims. In addition, provider agencies will be armed with resources they need to train their employees.

For questions or help, call HHAX at 1-866-576-1179. If you have additional questions, contact your Blue Cross Complete provider account executive or the Blue Cross Complete Provider Inquiry at 1-888-312-5713.

## Providers encouraged to use preferred laboratory providers

Blue Cross Complete would like to remind providers that all laboratory services should be directed to our preferred, participating laboratory vendors, when possible. Referring members to contracted laboratories helps ensure timely access to care and reduces the risk for claim denials.

Please be advised:

- Providers should use Blue Cross Complete's preferred laboratory vendors, when possible.
- Providers should refrain from referring members to vendor providers who are not contracted with Blue Cross Complete, including those who operate exclusively outside of Michigan.
- Non-participating laboratories will require a prior authorization

Providers who feel that a Blue Cross Complete-contracted vendor cannot meet a need should contact the vendor or call the Blue Cross Complete Utilization Management department at 1-888-312-5713 (press 1) to submit a request for a service provided by a non-contracted vendor. This should occur prior to the service being rendered, unless it is an emergency.

We appreciate your cooperation in helping us deliver quality, cost-effective care to our members. For a list of preferred laboratory providers, review the Provider Resource Guide at [mibluccrosscomplete.com](http://mibluccrosscomplete.com).

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

## Support your patients with PrEP services through the Michigan's 2-1-1 portal

Blue Cross Complete encourages providers to help patients access HIV prevention services, including Pre-Exposure Prophylaxis, or PrEP medication. PrEP can significantly reduce the risk of HIV transmission and is a key tool in promoting better health outcomes for at-risk populations.

According to the Michigan Department of Health and Human Services, taking PrEP as prescribed by a health care provider can reduce the chances of getting HIV by up to 99% from sex and by at least 74% from sharing needles or other injection equipment.

To help connect patients to PrEP services and other community resources, we encourage all providers to register with the Michigan 211 Community Organization Portal. By registering, your organization will be included in a statewide resource database that patients and other providers can use to easily find PrEP services and other support programs. Register your organization in Michigan 211 Community Organization Portal at [mi211.org/providers/portal](http://mi211.org/providers/portal).\*

Your participation can help ensure patients have access to critical prevention resources, increase health equity and strengthen the statewide network of care. If you have any questions, contact your Blue Cross Complete provider account executive or Provider Inquiry at 1-888-312-5713.

\*Our website is [mibluccrosscomplete.com](http://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.