

Providers encouraged to review Blue Cross Complete Reimbursement Policies

Blue Cross Complete reimbursement policies are available to help health care providers better understand reimbursement guidelines and requirements. Providers are encouraged to use these policies to support accurate billing for covered services, and reduce claim delays or denials.

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

MDHHS implement hard cutover for home health care services

Effective Jan. 1, 2026, the Michigan Department of Health and Human Services has implemented hard cutover for managed care home health care services requiring Electronic Visit Verification. The hard cutover applies to all dates of service on or after Sept. 3, 2024.

Under hard cutover, EVV services must be billed through the state's EVV system, HHAeXchange.* Providers will no longer be allowed to directly submit claims to a Medicaid Health Plan for HHCS codes requiring EVV. Claims submitted to the MHP payment system directly from the provider will be denied. Missing or incomplete EVV records will prevent a claim from being created and will impact provider payment.

Under MDHHS's Bulletin MMP 24-11,* the MDHHS requires the use of EVV for managed care home health care providers serving Medicaid beneficiaries. See bulletin MMP 24-11 and Bulletin MMP 24-21 for details on the EVV requirements for HHCS. The EVV-required codes for HHCS are listed on the home health billing and reimbursement website, which can be accessed at michigan.gov/medicaidproviders >> Billing & Reimbursement >> Provider Specific information >> Home Health.

For questions or assistance, 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.

Support your patients with PrEP services by registering in 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.

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.

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 Pro-vider Inquiry at 1-888-312-5713.

Blue Cross Complete Quality Enhancement Program resources available

Blue Cross Complete is committed to partnering with providers to improve health outcomes for our members through quality improvement initiatives.

We are proud to offer our contracted providers an opportunity to participate in the following Quality Enhancement Programs:

- PerformPlus™ Total Cost of Care for Primary Care Physicians
- Behavioral Health Provider Quality Enhancement Program
- PerformPlus™ True Care for Maternity Health providers

These QEPs offer health care providers incentives for high quality and cost-effective care, member service and convenience, and health data submission. To assist providers in understanding QEP requirements and expectations, Blue Cross Complete has developed QEP booklets for primary care, behavioral health and maternity care providers.

Providers are encouraged to review the applicable QEP booklets to ensure awareness of program requirements and to support successful participation.

If you have any questions or concerns, contact your Blue Cross Complete provider account executive or the Provider Inquiry at 1-866-447-3525.

*Our website is mibluecrosscomplete.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.