

Understanding and properly building inpatient emergent cases in provider portal

Accurate documentation of inpatient emergent admission is essential to helping to ensure timely reimbursement, continuity of care, compliance and support for high-quality patient care.

A common area of confusion involves correctly building inpatient emergent cases in NaviNet*, particularly when distinguishing between urgent and emergent care.

The details below will help providers when distinguishing between urgent and emergent when building the case in NaviNet.

- What should I select to notify the health plan of an emergent admission notification?
 - o For emergent admission notifications, users can select Inpatient Emergent Admission Notification under service type in Navinet.
- What is the difference between urgent and emergent?

Outpatient requests include:

 - o Urgent: an unexpected illness or injury that needs prompt medical attention but isn't an immediate threat to the patient's health

Inpatient requests include:

 - o Urgent: potential admission for illness or injury that can be treated in a 24-hour period and, if left untreated, could rapidly become a crisis or emergency; enrollee not currently admitted
 - o Emergent: concurrent review; enrollee is currently admitted

In Navinet, users can click the question mark next to the Level of Service field for Outpatient requests and next to the Admission Type field for Inpatient requests to display these guidelines.

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

Blue Cross Complete to participate in nutritional service program to support members

Effective June 1, 2025, Blue Cross Complete will participate in the Michigan Department of Health and Human Services Comprehensive Health Care Program to offer in lieu of

services, or ILOS, that address Medicaid members' health-related nutrition needs.

ILOS are services MDHHS deems to be medically appropriate and cost effective when provided as substitutes for other Medicaid covered services. Under the program, Blue Cross Complete will provide coverage for certain kinds of food and nutritional services that have been shown to improve health.

In 2020, nearly two million people in Michigan experienced hunger. Statewide healthcare costs associated with food insecurity totaled approximately \$1.8 billion annually.

MDHHS is committed to reducing food insecurity, improving health, and promoting health equity by enhancing access to nutritious food.

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

Blue Cross Complete strengthens operation with updated account executive coverage area and team expansion

Blue Cross Complete has made some important updates to its account executive assignment areas to better support our provider network. As part of this ongoing effort, we've also welcomed several new account executives to our team.

These changes are designed to enhance services and continue to ensure providers receive the timely support they need.

Blue Cross Complete account executives are dedicated professionals who serve as primary points of contact for providers. They bridge the gap between health care providers and Blue Cross Complete, ensuring that communication is smooth, challenges are addressed promptly, and providers have the resources they need to deliver exceptional care to members.

Check for updates and locate the account executive for your area at mibluccrosscomplete.com.

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. 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.