<table>
<thead>
<tr>
<th>Service</th>
<th>Contact information</th>
</tr>
</thead>
</table>
| Claims                                    | - Submit claims electronically (EDI) or for EDI Help Desk: Phone 1-800-542-0945 for assistance.  
|                                           | - Access claims information through NaviNet*: Access NaviNet by visiting the self-service section of our website at <mibluecrosscomplete.com>, or by logging in directly at NaviNet.net. For assistance with NaviNet, phone NaviNet Customer Care at 1-888-482-8057.  
|                                           | - Interactive Voice Response (IVR): Phone 1-888-312-5713 (press 3).  
|                                           | - Paper claims: Address is Blue Cross Complete Claims, P.O. Box 7355, London, KY 40742.  
|                                           | - Coordination of benefits or General Questions: Phone Provider Inquiry at 1-888-312-5713.  
|                                           | - Provider claims appeals: Phone questions to Provider Inquiry at 1-888-312-5713. Address is Blue Cross Complete Claims Appeals, P.O. Box 7355, London, KY 40742.  
|                                           | - Submit Healthy Michigan Health Risk Assessment form:  
|                                           |   o Blue Cross Complete fax: 1-855-287-7886  
|                                           |   o MDHHS fax: 1-517-763-0200  
|                                           |   o Direct data entry into the Community Health Automated Medicaid Processing System  
| Customer Service                          | - Translation services: 1-800-228-8554 (TTY users should call 1-888-987-5832.)  
|                                           | - Provider member changes: fax to 1-215-863-5229  
|                                           | - Transportation: members should call 1-888-803-4947  
|                                           | - Maternal Infant Health Program: fax to 1-855-270-0800  
|                                           | - Help Desk: 1-855-547-4357  
| Eligibility verification                  | - NaviNet: Access NaviNet by visiting the self-service section of our website at <mibluecrosscomplete.com>, or by logging in directly at NaviNet.net. For assistance with NaviNet, phone NaviNet Customer Care at 1-888-482-8057.  
|                                           | - Web-DENIS: For web-DENIS activation or technical assistance, phone 1-877-258-3932.  
|                                           | - Interactive Voice Response (IVR): Phone 1-888-312-5713 (press 2).  
| Pharmacy services                         | For medication prior authorization requests:  
|                                           | - PerformRx Clinical Pharmacy Help Desk: Phone 1-888-989-0057 / Fax 1-855-811-9326  
|                                           | - Complete the Blue Cross Complete Medication Prior Authorization Request form.  
| Provider enrollment and change requests   | - Obtain forms at MiBlueCrossComplete.com, under the Forms menu.  
| Provider Inquiry                          | - Provider Inquiry contact information: Phone 1-888-312-5713  
| Utilization management                    | - Submit authorization requests electronically through NaviNet: Access NaviNet after logging in to Provider Secured Services at <mibluecrosscomplete.com> or by logging in directly at NaviNet.net. For assistance with NaviNet, phone NaviNet Customer Care at 1-888-482-8057  
|                                           | - Submit authorization requests by phone at 1-888-312-5713 (press 1 then 4).  
|                                           | - Fax clinical documentation for authorizations to 1-888-989-0019  
|                                           | - Utilization Management appeals to Blue Cross Complete member appeals P.O. Box 41789 N. Charleston, SC 29423  
| Electronic funds transfer                 | - Enroll in Change Healthcare at changehealthcare.com to receive electronic reimbursement. Providers will receive paper checks if not registered. (EFT Support Help Desk – 1-866-506-2830)  

### PREFERRED VENDORS

<table>
<thead>
<tr>
<th>Type of service (outpatient)</th>
<th>Preferred vendor</th>
</tr>
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<tbody>
<tr>
<td>Laboratory</td>
<td>- JVHL: 1-800-445-4979</td>
</tr>
<tr>
<td>DME, P&amp;O and nondiabetic medical supplies</td>
<td>- Northwood, Inc.: Call Northwood’s customer service department at 1-800-393-6432 to identify a contracted supplier.</td>
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<tr>
<td>Diabetes and incontinence supplies</td>
<td>- J&amp;B Medical Supply: 1-888-896-6233</td>
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</tbody>
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