

Blue Cross Complete Provider Resource Guide At-a-Glance



Effective Sept. 1, 2013 / Updated: October 4, 2018

Service	Contact information
Claims	<ul style="list-style-type: none"> • Submit claims electronically (EDI): Phone 1-800-542-0945 for assistance. • EDDI Mailbox: Contact BCBSM EDI Help Desk at 1-800-542-0945 for technical assistance. • Access claims information through NaviNet®: Access NaviNet by visiting the self-service section of our website at mibluccrosscomplete.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: 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 7361, London, KY 40742. • Questions: Phone Provider Inquiry at 1-888-312-5713.
Customer Service	<ul style="list-style-type: none"> • Translation services: 1-800-228-8554 (TTY users should call 711.) • Provider member changes: fax to 1-215-863-5229 • Transportation: members should call 1-888-803-4947
Eligibility verification	<ul style="list-style-type: none"> • NaviNet: Access NaviNet by visiting the self-service section of our website at mibluccrosscomplete.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	<p>For medication prior authorization requests:</p> <ul style="list-style-type: none"> • PerformRx Clinical Pharmacy Help Desk: Phone 1-888-989-0057 / Fax 1-855-811-9326 • Complete the <i>Blue Cross Complete Medication Prior Authorization Request form</i>.
Provider enrollment and change requests	<ul style="list-style-type: none"> • Obtain forms at MiBlueCrossComplete.com, under the <i>Change and Enrollment Forms</i>.
Provider Inquiry	<ul style="list-style-type: none"> • Provider Inquiry contact information: Phone 1-888-312-5713
Utilization management	<ul style="list-style-type: none"> • Submit authorization requests electronically through NaviNet: Access NaviNet after logging in to Provider Secured Services at mibluccrosscomplete.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	<ul style="list-style-type: none"> • Enroll in Change Healthcare at changehealthcare.com to receive electronic reimbursement. Providers will receive paper checks if not registered. • Change Healthcare EFT Support Help Desk – 1-866-506-2830

PREFERRED VENDORS

Type of service (outpatient)	Preferred vendor
Laboratory	<ul style="list-style-type: none"> - JVHL: 1-800-445-4979 - Quest Diagnostics: 1-866-897-8378
DME, P&O and nondiabetic medical supplies	<ul style="list-style-type: none"> - Northwood, Inc.: Call Northwood's customer service department at 1-800-393-6432 to identify a contracted supplier.
Diabetes and incontinence supplies	<ul style="list-style-type: none"> - J&B Medical Supply: 1-888-896-6233