

Blue Cross Complete Provider Resource Guide At-a-Glance



Effective Sept. 1, 2013 / Updated: January 23, 2019

Service	Contact information
Claims	<ul style="list-style-type: none"> • 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 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 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 7361, London, KY 40742. • Submit Healthy Michigan Health Risk Assessment form: <ul style="list-style-type: none"> ○ Blue Cross Complete fax: 1-855-287-7886 ○ MDHHS fax: 1-517-763-0200 ○ Direct data entry into the Community Health Automated Medicaid Processing System
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 • Maternal Infant Health Program: fax to 1-855-270-0800 • Help Desk: 1-855-547-4357
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>Forms menu</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. (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