



Complete Update

for Blues Medicaid providers



August 2019

Investigate up to five claims inquiries at a time in NaviNet

We know you're busy, and strategies to increase efficiency and trim redundant efforts are important, so you have more time to focus on providing quality care to your patients, our members. The payer-provider web portal navinet.net* allows you to investigate up to five claims inquiries at a time, saving your staff time. Often, the same issue is at the root of multiple claims. NaviNet allows you to resolve multiple claims issues with optimum efficiency. Additionally, with NaviNet, you can go directly to the web portal for firsthand information.

We encourage your office to enroll at navinet.net* to get immediate access to your Blue Cross Complete members. Go to navinet.net* and click on *Providers Sign Up for NaviNet*, or contact your Blue Cross Complete provider account executive.

Blue Cross Complete offers NaviNet training Aug. 7

Blue Cross Complete is offering provider NaviNet training on Wednesday, Aug. 7, 2019, from 10 a.m. to noon by video conference. If you're an office manager, biller or registration staff, join us for a discussion of NaviNet functionalities, such as:

- How to get access and log on
- Workflows for the plan
- Claims investigation
- Closing care gaps with supplemental data

To register, send your name, provider organization, number of attendees and email addresses to Blue Cross Complete provider communication consultant Trish Oliver at poliver@mibluccrosscomplete.com. If you have any questions, contact Blue Cross Complete's Provider Inquiry department at **1-888-312-5713** or your Blue Cross Complete provider account executive.

HEDIS® Supplemental Data Exchange handbook available on website

The Blue Cross Complete Healthcare Effectiveness Data and Information Set® Supplemental Data Exchange provider handbook provides an explanation of our data exchange processes and how Blue Cross Complete identifies the necessary clinical data for closing gaps in care for our members.

Data exchange is an essential process to help ensure that your patients are receiving the best health care achievable and meeting performance measures. The handbook also provides background on HEDIS** and how we use your data in HEDIS measure rate calculations and reporting.

Data exchange is becoming more common with the arrival of new methods for exchange, widespread adoption of electronic medical records and electronic health records systems, more prevalent health information exchanges, and companies focused on data aggregation.

Blue Cross Complete encourages digital data submission to complement information received on claims. This data exchange method provides historic service events, services potentially not included or partially included on a claim, or even social history or demographic information never received through claims transactions.

The Blue Cross Complete Healthcare Effectiveness Data and Information Set Supplemental Data Exchange provider handbook will be available soon at mibluccrosscomplete.com.

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

Sign up to receive Blue Cross Complete newsletters and alerts

At Blue Cross Complete, we like to keep you, our valued health care provider, informed and have designed several outreach methods to do so. Six times a year (January, March, May, July, September and November), we publish our provider newsletter *Connections* to keep you up to date on the latest news from the Michigan Department of Health and Human Services, the tools and resources we offer on our website, breaking trends and other news and developments. On the alternate months (February, April, June, August, October and December), we bring you *The Complete Update*, a newsletter with short articles that give you the highlights of what you need to know at a glance. We also send emails with the latest process and policy updates.

We know that our members, your patients, deserve the very best quality care, and we like to support you amid the demands of your busy daily practices. Whether it's regarding new digital tools or strategies to address emerging epidemics such as the current opioid one, we want to be a resource to help you navigate the complexity.

To sign up for our newsletters and alerts, go to the *Provider* tab at mibluccrosscomplete.com, click on *News and Updates*, scroll down to the bottom of the page to *Network News service* and then click on [Sign up](#).

For more information, contact your Blue Cross Complete provider account executive or call Provider Inquiry at **1-888-312-5713**.

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