

2017 Blue Dot Changes to the *Blue Cross Complete Provider Manual* and related documents

The most recent changes are shown with a Blue Dot.

Change Description

 The following updates are made to the *Blue Cross Complete Provider Manual* (January 2017):

- Removed “Providers can request assistance through Provider Inquiry” in section one
- Added Quest Diagnostics to “Preferred vendors for outpatient laboratory services, DME and diabetic supplies”

 The following updates are made to the *Blue Cross Complete Provider Manual* (March 2017):

- Added “Emergency Care” standards to “Access to appointments”
- The chief medical officer at Blue Cross Complete will receive access and after hours corrective action plans from providers if a reply is not sent within 14 days
- Updated steps in “Corrective action plan required for noncompliance”

 The following updates are made to the *Blue Cross Complete Provider Manual* (May 2017):

- Changed “Michigan Department of Human Services” to “Michigan Department of Health and Human Services”
- Added “label on front of the card and the...”
- Removed “Healthy Michigan Plan ID cards issued starting May 1, 2015, also show the Health Michigan Plan label on the front of the card”
- Added “Plan” to “Healthy Michigan”
- Removed “remaining sums” and added “services rendered”
- Changed procedure code “99420” to “96160”
- Added “attestation” to “physician signature and date”
- Updated the most recent Michigan Department of Health and Human Services bulletin notice from “MSA 14-39” to “MSA 17-02”
- Updated tobacco phone number to “1-800-480-7848”