



# Complete Update

for Blues Medicaid providers



December 2016

## How providers can request plan notification or authorization

For services that require plan notification or authorization, the following guidelines apply:

- Requests for services requiring plan notification must be submitted prior to obtaining the service.
- Requests for services that require authorization, including the required clinical information, must be submitted at least 14 days prior to obtaining the service.

We recommend you use the NaviNet provider portal located at [navinet.net](http://navinet.net)\* to submit plan notification and authorization requests and to view authorizations.

The required clinical information can also be called in or faxed as follows:

- Phone: 1-888-312-5713 (press 1 to request authorization)
- Fax: 1-888-989-0019

## Paper claims and appeals process

As a reminder, Blue Cross Complete's paper claims and appeals should be sent to the following addresses:

- **Paper claims** – Blue Cross Complete Claims, P.O. Box 7355, London, KY 40742
- **Provider claims appeals** – Blue Cross Complete Claims Appeals, P.O. Box 7361, London, KY 40742
- **UM appeals** – Medical Appeals Department, 4390 Belle Oaks Dr., Ste. 400, Charleston, SC 29405

**Do not send claims or appeals to the following addresses:**

**Blue Cross Blue Shield of Michigan**  
600 E. Lafayette  
Detroit, MI 48226

or

## Blue Cross Complete of Michigan

100 Galleria Officentre  
Suite 210  
Southfield, MI 48034

## Bright Start® program available for pregnant women

The Bright Start program is a focused collaboration designed to improve perinatal outcomes for pregnant members by promoting healthy behaviors, reducing risk factors and eliminating barriers during pregnancy. The ultimate goal is delivery of healthy full-term infants with an opportunity to have a bright start in life.

The Bright Start team calls members to ensure they follow up with medical appointments, identifies potential barriers to getting care, meets HEDIS® measures and prenatal and postpartum outcomes. The program also provides low-risk members with outreach calls to complete post-partum surveys, Edinburgh postnatal depression screenings and assist with scheduling post-partum appointments.

If you think a member would benefit from these services, you can refer her to the Bright Start maternity program by calling 1-888-288-1722.

## Healthy Risk Assessment for Healthy Michigan plan members

Blue Cross Complete would like to remind you to complete the health risk assessment for members who are enrolled in the Healthy Michigan health plan.

Blue Cross Complete members receive a copy of the health risk assessment form in their welcome packet and should bring it to their appointment. If the member forgets to bring the form, you can get a copy on [mibluecrosscomplete.com/providers](http://mibluecrosscomplete.com/providers) or on [NaviNet.net](http://NaviNet.net).

Providers should fax the form to 1-855-287-7886 within five business days of the appointment assessment was completed.

\* Blue Cross Complete does not control these sites and is not responsible for their content.