



# Complete Update

for Blues Medicaid providers



February 2017

## Culturally and Linguistically Appropriate services training now available

Blue Cross Complete is pleased to offer you Culturally and Linguistically Appropriate training online at [mibluccrosscomplete.com/provider](http://mibluccrosscomplete.com/provider) under the *Blue Cross Complete provider trainings* section.

The training includes an overview of CLAS standards, legal requirements, local need, business considerations and Blue Cross Complete's membership diversity.

As part of our CLAS distinction with the National Committee for Quality Assurance, we're requesting that you and your staff review the online training and attest to your completion as soon as possible. Please be advised that we are only requesting one attestation per provider location.

Fax your attestation, which is in the presentation, to Janise Plata at 1-248-663-7466.

## Blue Cross Complete introduces Behavioral Health Toolkit

We've started a Behavioral Health Education and Support program for our primary care physicians. As a part of this program, you can access our Behavioral Health Provider Toolkit, which has information about several behavioral conditions such as:

- Anxiety disorders
- Attention deficit hyperactivity disorder
- Depressive disorders
- Substance use disorders
- Screening, Brief Intervention and Referral to Treatment, also known as SBIRT

The toolkit provides screenings, medication management options and resources that would be beneficial to your practice in managing our members. The Behavioral Health Toolkit training is available on the Blue Cross Complete provider website located at [mibluccrosscomplete.com/providers](http://mibluccrosscomplete.com/providers).

## Blue Cross Complete rolls out Maternal Infant Health Program

Effective January 1, 2017, Maternal Infant Health Program services have been included in the Medicaid Managed Care Health Plan benefit package.

MIHP provides home visitation support and care coordination for pregnant women and infants on Medicaid. Services are intended to supplement regular prenatal and infant care and to assist health care providers in managing the beneficiary's health and well-being.

On November 29, 2016, Blue Cross Complete held our first orientation for all of our participating MIHP and will continue to hold quarterly meetings throughout the year with our MIHP providers.

If you have any questions regarding the MIHP program contact your Blue Cross Complete provider account executive.

## Michigan experiences an increase in influenza activity

The Michigan Department of Health and Human Services has reported an increase in flu activity throughout the state.

Michigan ranks 42 in the nation for flu vaccination coverage and falls below the national average for every age group. MDHHS have 94 confirmed cases statewide.

Outreach has been conducted to our members. We ask that you also spread the word to your patients about getting vaccinated.

## Blue Cross Complete provider account executive territory assignment

The Blue Cross Complete provider account executive territory assignment can be located at [mibluccrosscomplete.com/providers](http://mibluccrosscomplete.com/providers).

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