



# Complete Update

for Blues Medicaid providers



June 2017

## Fax your health risk assessments to Blue Cross Complete in a batch

Under the Healthy Michigan Plan, primary care physicians are required to complete a member's health risk assessment at the time of a member's appointment.

Previously, providers had to fax each health risk assessment individually. Now you can fax the assessments in their entirety as a batch to 1-855-287-1886 within five business days of the member appointments.

As a reminder, in order to receive the \$15 incentive, you must submit a claim using the new CPT code 96160 with modifier 25 to indicate you completed the assessment.

If you have any questions, contact Blue Cross Complete Provider Inquiry at 1-888-312-5713.

## Find electronic remittance advice changes on Change Healthcare website

You can access your electronic remittance advice on the Change Healthcare website. Visit [www.emdeon.com](http://www.emdeon.com) to enroll.

You'll need to enroll on the Change Healthcare website and select Blue Cross Blue Shield of Michigan as your receiver to receive your 835 remittance through Web-Denis.

If you are already enrolled with Change Healthcare through another health plan, go to Change Healthcare and select Blue Cross Complete using Blue Cross Blue Shield of Michigan payer ID 32002.

## Help us keep the Blue Cross Complete provider directory updated

To help provide our members with accurate provider directory information, we encourage you to confirm the accuracy of your information in our online provider directory. Some of the key items we include in the directory are:

- Provider name
- Address

- Phone number
- Fax number
- Office hours
- Open status
- Hospital affiliations
- Multiple locations

To view your provider information, visit [mibluccrosscomplete.com](http://mibluccrosscomplete.com), then click on the **Find a Doctor tab**.

If you identify any discrepancies with your information, please submit written notice of the change to Blue Cross Complete.

As a reminder, changes should be submitted at least 60 days in advance, if possible. Changes can be submitted on the Blue Cross Complete Provider Change Form, located on the Blue Cross Complete website at [mibluccrosscomplete.com/provider](http://mibluccrosscomplete.com/provider).

Completed change forms must be submitted by one of the following methods:

- **Email:** [bccproviderdata@mibluccrosscomplete.com](mailto:bccproviderdata@mibluccrosscomplete.com)
- **Fax:** 1-855-306-9762
- **Mail:** **Blue Cross Complete of Michigan**  
Attention: Provider Network Management  
100 Galleria Offcentre, Suite 210  
Southfield, MI 48034

If you have any questions, please contact your Blue Cross Complete provider account executive.

In addition, you must make these changes with NaviNet at [www.navinet.net](http://www.navinet.net).\*

Contact NaviNet at 1-888-482-8057 or [support@navinet.net](mailto:support@navinet.net).

## 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).

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