



Complete Update

for Blues Medicaid providers



October 2017

Providers required to enroll into the CHAMPS

All current and new Michigan Medicaid providers, including out-of-state providers who service Michigan Medicaid beneficiaries, are now required to access the Community Health Automated Medicaid Processing System to register to participate in the Michigan Medicaid program.

Effective Jan. 1, 2018, claims submitted by contracted providers who haven't fully completed the provider enrollment in CHAMPS will deny or not appear on a remittance advice. Once enrollment in CHAMPS is complete, providers may resubmit claims for processing.

If you haven't already registered in CHAMPS, get the MDHHS login instructions located online at Michigan.gov*

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

Educate your providers on community resources

Blue Cross Complete wants our members to be aware of the community resources available through the Michigan Department of Health and Human Services.

If your patient needs assistance with food and housing, mental health and substance abuse or domestic violence prevention and treatment, direct them to community resources at mibluecrosscomplete.com under the Resources section.

We've also added a link to community resources on the Blue Cross Complete provider website at mibluecrosscomplete.com/provider under the Information for Patients section.

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

Reminder: Behavioral health education and support available to you primary care doctors

In April 2017, Blue Cross Complete offered our Behavioral Health Provider Toolkit to primary care doctors as an introduction to our behavioral health education and support program. It includes 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

The toolkit also provides materials such as screeners, medication management options and resources that could help your practice manage our members.

If you haven't seen the toolkit, we encourage you to check it out at mibluecrosscomplete.com/provider.

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

Blue Cross Complete paper claims and provider paper claims appeals processes

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

- Paper claims – Blue Cross Complete Claims
P.O. Box 7355
London, KY 40742
- Provider paper claims appeals – Blue Cross Complete Claims Appeals
P.O. Box 7355
London, KY 40742

Utilization Management paper claims appeals – Medical Appeals Department (**for medical necessity appeals only**)

Blue Cross Complete Claims
P.O. Box 41789
North Charleston, S.C. 29423

Do not send paper claims or paper claims appeals:
Blue Cross Blue Shield of Michigan
600 E. Lafayette
Detroit, MI 48226

Claims sent to this address will delay timely processing and payment.

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