

Services	Contact information
Claims	<ul style="list-style-type: none"> Electronic claims: Call Availity 1-800-282-4548 or Optum/Change Healthcare at 1-800-527-8133 for assistance. Access claims information through NaviNet®: Access NaviNet by visiting the mibluccrosscomplete.com provider self-service page or log in directly at navinet.navimedix.com. For assistance with NaviNet, call NaviNet Customer Care at 1-888-482-8057. Provider Inquiry: Call 1-888-312-5713 (press 3). Paper claims: Blue Cross Complete Claims, P.O. Box 7355, London, KY 40742-7355. Provider claims inquiry: Phone questions to Provider Inquiry at 1-888-312-5713. Blue Cross Complete Claims Dispute, P.O. Box 7355, London, KY 40742.
Customer Service	<ul style="list-style-type: none"> Translation services: 1-800-228-8554 (TTY users should call 1-888-987-5832) Provider Inquiry: call 1-888-312-5713 Provider member changes: Fax to 1-215-863-5229 Transportation: Members should call 1-888-803-4947 Maternal Infant Health Program: Call 1-888-288-1722 to refer a member for pregnancy management services through the Bright Start program. Dental Customer Service (Healthy Michigan Plan and Medicaid members 21 and older): call: 1-844-320-8465 (TTY users should call 711) or find a doctor.
Eligibility verification	<ul style="list-style-type: none"> NaviNet: Access NaviNet by visiting the mibluccrosscomplete.com provider self-service page or log in directly at navinet.navimedix.com. For assistance with NaviNet, call NaviNet Customer Care at 1-888-482-8057. Availity Essentials Portal®: For access to Blue Cross Blue Shield and Blue Care Network of Michigan provider secured services or technical assistance, call 1-877-282-4548. Optum/Change Healthcare: For questions contact Optum/Change Healthcare's call center at: 1-800-527-8133, Monday through Friday from 8 a.m. to 8 p.m. CT.
Pharmacy services	<ul style="list-style-type: none"> For medication prior authorization requests: PerformRx Clinical Pharmacy Help Desk: Phone 1-888-989-0057 / Fax 1-855-811-9326
Provider enrollment and change requests	<ul style="list-style-type: none"> Obtain Provider Change and enrollment forms at mibluccrosscomplete.com. Click on Forms under the Provider menu. Submit completed forms and requests to Provider Network Operations at: bccproviderdata@mibluccrosscomplete.com or fax to 1-855-306-9762.
Utilization management	<ul style="list-style-type: none"> Submit authorization requests electronically through NaviNet: Access NaviNet by visiting the mibluccrosscomplete.com provider self-service page or log in directly at navinet.navimedix.com. For assistance with NaviNet, call NaviNet Customer Care at 1-888-482-8057. Submit authorization requests by phone at 1-888-312-5713 (press 1 then 4). Fax clinical documentation for authorizations to: 1-888-989-0019. Utilization Management appeals: Member appeals P.O. Box 41789 North Charleston, SC 29423 Utilization peer-to-peer review, call 1-888-312-5713 Evolent, (formally National Imaging Associates, Inc.): For most non-emergency outpatient diagnostic imaging services RadMD.com or call Evolent at 1-800-424-5351

Preferred Providers

Type of service (outpatient/inpatient)	Providers
Laboratory	JVHL: 1-800-445-4979 Quest Diagnostics: 1-866-697-8378 Exact Sciences (Cologuard® test): 1-844-870-8870
DME, P&O and nondiabetic medical supplies	Northwood, Inc.: Call Northwood's customer service department at 1-800-393-6432 to identify a contracted supplier.
Diabetes and incontinence supplies	J&B Medical Supply: 1-888-896-6233