

Update your provider information

Blue Cross Complete is reminding all providers to keep their information current in both the Community Health Automated Medicaid Processing System and with Blue Cross Complete.

To update or modify your address information on file in CHAMPS, refer to instructions on the Michigan Department of Health and Human Services [Provider Enrollment webpage](#). All providers who serve Michigan Medicaid beneficiaries are required to be screened and enrolled in CHAMPS.

Providers must notify MDHHS via the on-line system within 35 days of any change to their enrollment information. Examples of such changes include, but are not limited to, changing the address(es) to which remittance advice and/or correspondence are sent. Providers with questions should contact Provider Support at 1-800-292-2550 or by email at ProviderSupport@Michigan.gov.

As a reminder, if you are experiencing demographic changes within your practice, it is important to also submit a Blue Cross Complete [Provider Change Form](#) at mibluecrosscomplete.com. Consistent information across both systems helps support network accuracy and helps to ensure compliance with state and health plan requirements. If you have any questions, contact your Blue Cross Complete provider account executive or Provider Inquiry at **1-888-312-5713**.

Support patients by registering in Michigan's 211 provider portal

To help connect patients with HIV prevention services, including Pre-Exposure Prophylaxis, or PrEP, Blue Cross Complete is encouraging all providers to register their organization in the Michigan 211 Community Organization Portal.

By registering with the [Michigan 211 Community Organization Portal](#), your organization will be included in a statewide resource database that patients and providers can use to easily find PrEP resources and other support services. PrEP can significantly reduce the risk of HIV transmission and is a key tool in promoting better health outcomes for at-risk populations. According to the Michigan Department of Health and Human Services, taking PrEP as prescribed by a health care provider can reduce the chances of getting HIV by up to 99% from sex and by at least 74% from sharing needles or other injection equipment.

Register your organization in Michigan 211 Community Organization Portal at mi211.org/providers/portal. Your participation can help ensure patients have access to critical prevention resources, increase health equity and strengthen the statewide network of care.

If you have any questions, contact your Blue Cross Complete provider account executive or Provider Inquiry at **1-888-312-5713**.

Respond to claims overpayment letters via NaviNet

Starting this month, a more streamlined process allowing providers to respond to overpayment letters electronically will be available.

Blue Cross Complete is pleased to announce that providers can now approve or dispute claims overpayments and submit supporting documentation electronically in real-time through NaviNet. This new functionality will provide a more efficient way to respond to overpayment letters. It will help reduce the need to mail written correspondence and minimize response times.

In the past, overpayment letters were mailed to providers who then were required to mail in their responses along with any supporting documentation.

What will providers be able to do with this new functionality?

- Easily access the overpayment – Approve/Dispute Submission Form
- Review the overpayments summary page and approve and/or dispute claims with overpayments down to the claim line level in real-time
- Attach and submit supporting documentation
- Check for resolution on disputed overpayments
- Pull reports of claim overpayments

Please note: At this time, only overpayment request letters generated by Blue Cross Complete will be available in NaviNet. Providers will continue to receive notification of overpayments by mail. However, you will now be able to review and respond to these letters via NaviNet.

If you have any questions, contact your Blue Cross Complete provider account executive or Provider Inquiry at **1-888-312-5713**.

MDHHS offers training for contracted home health care service providers

Blue Cross Complete home health care service providers are encouraged to register for the Michigan Department of Health and Human Services Electronic Visit Verification, or EVV, billing training on Aug. 5 at 3 p.m.

This training is designed to help home health care service providers turn verified visits into successful claims. To register, click the following hyperlink: [Michigan Medicaid Managed Care Home Health Billing Training](#) or call HHAeXchange at **1-866-576-1179**.

*Our website is mibluecrosscomplete.com. While website addresses for other organizations are provided for reference, Blue Cross Complete doesn't control these sites and isn't responsible for their content.