





2025 Blue Dot Changes to the Blue Cross Complete *Provider Manual*

Recent changes in the *Provider Manual* are indicated by this blue dot: 

Change Description

-  **The following updates were made to the Blue Cross Complete *Provider Manual* (January 2025)**
 - **Section 14 - Provider Appeals/Dispute-(p.106)** added clarifying language on claims disputes process and requirements
 - **Section 14 - Provider Appeals/Disputes - (p. 106):** updated Blue Cross Complete's Claims Disputes address
-  **The following updates were made to the Blue Cross Complete *Provider Manual* (February 2025)**
 - **Section 2 - System of Managed Care - (p. 10):** MyMichigan Medical Center Saginaw, formerly Ascension St. Mary's of Michigan
-  **The following updates were made to the Blue Cross Complete *Provider Manual* (March 2025)**
 - **Section 13 - Claims - (p. 88):** Added electronic claims filing option: Optum/Change Healthcare
-  **The following updates were made to the Blue Cross Complete *Provider Manual* (April 2025)**
 - **Section 8 - Member Benefits - (p. 55):** Added recuperative care benefit information