

# Blue Cross Complete Provider Resource Guide At-a-Glance



Effective Sept. 1, 2013 / Updated: November 8, 2017

Service	Contact information
<b>Claims</b>	<ul style="list-style-type: none"> <li>• <b>Submit claims electronically (EDI):</b> Phone 1-800-542-0945 for assistance.</li> <li>• <b>EDDI Mailbox:</b> Contact BCBSM EDI HelpDesk at 1-800-542-0945 for technical assistance.</li> <li>• <b>Access claims information through NaviNet®:</b> Access NaviNet after logging in to Provider Secured Services at <a href="http://mibluccrosscomplete.com/providers">mibluccrosscomplete.com/providers</a> or by logging in directly at <a href="http://NaviNet.net">NaviNet.net</a>. For assistance with NaviNet, phone NaviNet Customer Care at 1-888-482-8057.</li> <li>• <b>Interactive Voice Response (IVR):</b> Phone 1-888-312-5713 (press 3).</li> <li>• <b>Paper claims:</b> Address is Blue Cross Complete Claims, P.O. Box 7355, London, KY 40742.</li> <li>• <b>Coordination of benefits:</b> Phone Provider Inquiry at 1-888-312-5713.</li> <li>• <b>Provider claims appeals:</b> Phone questions to Provider Inquiry at 1-888-312-5713. Address is Blue Cross Complete Claims Appeals, P.O. Box 7361, London, KY 40742.</li> <li>• <b>Questions:</b> Phone Provider Inquiry at 1-888-312-5713.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• <b>Translation services:</b> 1-800-228-8554 (TTY users should call 711.)</li> <li>• <b>Provider member changes:</b> fax to 1-215-937-8889</li> <li>• <b>Transportation:</b> members should call 1-888-803-4947</li> </ul>
<b>Eligibility verification</b>	<ul style="list-style-type: none"> <li>• <b>NaviNet:</b> Access NaviNet after logging in to Provider Secured Services at <a href="http://mibluccrosscomplete.com/providers">mibluccrosscomplete.com/providers</a> or by logging in directly at <a href="http://NaviNet.net">NaviNet.net</a>. For assistance with NaviNet, phone NaviNet Customer Care at 1-888-482-8057.</li> <li>• <b>Web-DENIS:</b> Log in to Provider Secured Services at <a href="http://mibluccrosscomplete.com/providers">mibluccrosscomplete.com/providers</a>. For web-DENIS activation or technical assistance, phone 1-877-258-3932.</li> <li>• <b>Interactive Voice Response (IVR):</b> Phone 1-888-312-5713 (press 2).</li> </ul>
<b>Pharmacy services</b>	<p>For medication prior authorization requests:</p> <ul style="list-style-type: none"> <li>• <b>PerformRx Clinical Pharmacy Help Desk:</b> Phone 1-888-989-0057 / Fax 1-855-811-9326</li> <li>• <b>Complete the <i>Blue Cross Complete Medication Prior Authorization Request form</i>.</b></li> </ul>
<b>Provider enrollment and change requests</b>	<ul style="list-style-type: none"> <li>• <b>Obtain forms</b> at <a href="http://MiBlueCrossComplete.com/providers">MiBlueCrossComplete.com/providers</a>, under the <i>Change and Enrollment Forms</i>.</li> </ul>
<b>Provider Inquiry</b>	<ul style="list-style-type: none"> <li>• <b>Provider Inquiry contact information:</b> Phone 1-888-312-5713</li> </ul>
<b>Utilization management</b>	<ul style="list-style-type: none"> <li>• <b>Submit authorization requests electronically</b> through NaviNet: Access NaviNet after logging in to Provider Secured Services at <a href="http://mibluccrosscomplete.com/providers">mibluccrosscomplete.com/providers</a> or by logging in directly at <a href="http://NaviNet.net">NaviNet.net</a>. For assistance with NaviNet, phone NaviNet Customer Care at 1-888-482-8057</li> <li>• <b>Submit authorization requests by phone</b> at 1-888-312-5713 (press 1 then 4).</li> <li>• <b>Fax</b> clinical documentation to 1-888-989-0019</li> <li>• <b>Utilization Management appeals</b> to Blue Cross Complete member appeals P.O. Box 40849 N. Charleston, SC 29423</li> </ul>
<b>Electronic funds transfer</b>	<ul style="list-style-type: none"> <li>• <b>Enroll in Change Healthcare</b> at <a href="http://changehealthcare.com">changehealthcare.com</a> to receive electronic reimbursement. Providers will receive paper checks if not registered.</li> </ul>

For more information: [MiBlueCrossComplete.com/providers](http://MiBlueCrossComplete.com/providers)

## PREFERRED VENDORS

Type of service (outpatient)	Preferred vendor
Laboratory	<ul style="list-style-type: none"> <li>- JVHL: 1-800-445-4979</li> <li>- Quest Diagnostics: 1-866-897-8378</li> </ul>
DME, P&O and nondiabetic medical supplies	<ul style="list-style-type: none"> <li>- Northwood, Inc.: Call Northwood's customer service department at 1-800-393-6432 to identify a contracted supplier.</li> </ul>
Diabetes and incontinence supplies	<ul style="list-style-type: none"> <li>- J&amp;B Medical Supply: 1-888-896-6233</li> </ul>