


2018 Blue Dot Changes to the *Blue Cross Complete Provider Manual* and related documents

The most recent changes are shown with a Blue Dot.

Change Description

-  The following updates are made to the *Blue Cross Complete Provider Manual* (January 2018):
 - **Section 2 - Systems of Managed Care** (p. 6): Added language that informs providers that CHAMPS enrollment is required
 - **Section 2 - Systems of Managed Care** (p. 8): Added language that informs providers that same day transportation is available
 - **Section 5 - Standards and Ratings** (p. 26): Added non-urgent symptomatic care, speciality care, acute speciality care and dental health access standards
 - **Section 10 - Managing Utilization** (p. 57): Changed timeframe to file appeals to 60 days from 90 days
 - **Section 10 - Managing Utilization** (p. 58): Changed “filing an extention” time to 14 days from 10 business days
 - **Section 10 - Managing Utilization** (p. 58): Change “state fair hearing” timeframe to 120 calendar days from 20 calendars days

