

Complete Update

for Blues Medicaid providers



April - May 2016

New process for provider enrollment and change requests

Blue Cross Complete provider data is no longer managed through Blue Cross Blue Shield of Michigan Provider Enrollment and Change process. For Blue Cross Complete provider enrollment and change requests visit mibluccrosscomplete.com/providers and locate the forms in the change and enrollment forms section.

For additional information on the change and enrollment process, please refer to the March edition of Blue Cross Complete [Connections](#) newsletter.

Primary Care Physicians encouraged to extend their availability

Primary Care physicians can increase their availability to members by extending appointment times into the evening and weekends. Please report your extended hours to Blue Cross Complete so our online provider directory is up to date. A greater availability can help members overcome barriers related to time constraints and ensure they are seen in a timely manner for health concerns.

You can locate the PROVIDER CHANGE FORM at mibluccrosscomplete.com in the Change and Enrollment forms section.

Emdeon is now Change Healthcare

In September 2015, Emdeon announced that it had rebranded as Change Healthcare.

You will continue to have access to the important information you need.

Here are some useful tips:

- Change Healthcare has not closed the existing Emdeon website. All existing Emdeon bookmarks will continue to work
- The login button on the new Change Healthcare website will redirect you to legacy Emdeon sites and its product

- Continue to access your electronic remittance advices through Change Healthcare
- In order to continue receiving your 835 remittance through Blue Cross Blue Shield of Michigan, you will need to enroll on the Change Healthcare website and select BCBSM as your receiver
- If you are already enrolled through another health care plan, you can access Change Healthcare and select Blue Cross Complete using BCC Payer ID 32002
- If you do not register with Change Healthcare for electronic payments, you will receive a paper check

Contact Change Healthcare (Emdeon) at 1-877-363-3666 or visit changehealthcare.com* for additional resources.

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* Our website is MiBlueCrossComplete.com. While website addresses for other organizations are provided for reference, Blue Cross Complete does not control these sites and is not responsible for their content.