



# Complete Update

for Blues Medicaid providers



August-September 2016

## Paper Claims and appeals process

As a reminder, Blue Cross Complete's paper claims and appeals should be sent to the following addresses:

- **Paper claims** – Blue Cross Complete Claims, P.O. Box 7355, London, KY 40742
- **Provider claims appeals** – Blue Cross Complete Claims Appeals, P.O. Box 7361, London, KY 40742
- **UM appeals** – Medical Appeals Department, 4390 Belle Oaks Dr., Ste. 400, Charleston, SC 29405

### Do not send claims or appeals to this address:

Blue Cross Blue Shield of Michigan  
600 E. Lafayette  
Detroit, MI 48226

## New ICD-10 code lookup tool available

The Michigan Department of Health and Human Services posted a new [ICD-10 lookup\\*](#) tool on the MDHHS ICD-10 webpage at [michigan.gov/mdhhs](http://michigan.gov/mdhhs)\*. The conversion tool provides quick access to commonly used codes.

MDHHS suggests that you should verify codes through the Centers for Medicare & Medicaid services rather than use the tool as a final mapping for codes.

## Case management criteria

Blue Cross Complete offers case management evaluation services to assist primary care physicians in managing members who are noncompliant with care. Noncompliant behavior may be categorized as:

- Drug seeking
- Inappropriate use of outpatient services
- Multiple missed appointments
- Inappropriate use of the emergency room
- Noncompliance with treatment plan
- Inappropriate behavior

If you have a member who would benefit from case management, contact the Blue Cross Complete Case Management team at 1-888-288-1722 to refer a member for case management evaluation.

At the time of referral, provide the following:

- Member name
- Member phone number
- Member's Medicaid ID number or Blue Cross ID number
- Primary care physician's name
- Primary care physician office contact name and phone number

The Case Management team will perform an evaluation and develop a case management plan of care. The plan is shared with the primary care physician and member.

## Provider account executive territory assignments

<b>Wayne County</b>
Havard Cole - 1-248-663-7457 <a href="mailto:hcolejr@mibluccrosscomplete.com">hcolejr@mibluccrosscomplete.com</a>
<b>Genesee, Livingston, Oakland, Shiawassee counties</b>
Lolli Dorton - 1-248-663-7444 <a href="mailto:ldorton@mibluccrosscomplete.com">ldorton@mibluccrosscomplete.com</a>
<b>Huron, Lapeer, Macomb, Sanilac, St. Clair, Tuscola counties</b>
Patricia Embry - 1-248-663-7341 <a href="mailto:pembry@mibluccrosscomplete.com">pembry@mibluccrosscomplete.com</a>
<b>Clinton, Eaton, Ingham counties and University of Michigan</b>
Alisha Hicks 1-248-663-7468 <a href="mailto:ahicks@mibluccrosscomplete.com">ahicks@mibluccrosscomplete.com</a>
<b>Hillsdale, Monroe, Jackson, Lenawee, Washtenaw counties</b>
Hillary Woodruff - 1-248-663-7342 <a href="mailto:hwoodruff@mibluccrosscomplete.com">hwoodruff@mibluccrosscomplete.com</a>
<b>Allegan, Barry, Lake, Mason, Muskegon, Newaygo, Oceana, Osceola, Ottawa counties</b>
Kim Mekhoff - 1-248-663-7303 <a href="mailto:kmeekhof@mibluccrosscomplete.com">kmeekhof@mibluccrosscomplete.com</a>
<b>Ionia, Kent, Mecosta, Montcalm counties</b>
Pat Pozinski - 1-248-663-7356 <a href="mailto:ppogodzinski@mibluccrosscomplete.com">ppogodzinski@mibluccrosscomplete.com</a>

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