



Complete Update

for Blues Medicaid providers



February 2018

Providers required to enroll into the CHAMPS

Effective January 1, 2018, all current and new Michigan Medicaid providers, including out-of-state providers who service Michigan Medicaid beneficiaries, are required to access the Community Health Automated Medicaid Processing System to register and participate in the Michigan Medicaid program. Claims submitted on or after January 1, 2018, by contracted providers who haven't enrolled in CHAMPS, will deny or not appear on a remittance advice. Once enrollment is complete, providers may resubmit claims for processing.

On July 1, 2017, Blue Cross Complete started rejecting new enrollment applications from providers who didn't enroll in the Michigan Department of Health and Human Services' CHAMPS. Provider enrollment must be completed before submitting an application to Blue Cross Complete.

If you haven't registered in CHAMPS, get the MDHHS log in instructions at Michigan.gov* or access the CHAMPS enrollment link at Mibluccrosscomplete.com/providers under Michigan Department of Health and Human Services resources for providers. If you have any questions, contact your Blue Cross Complete provider account executive.

Help your patients fight the flu; encourage them to get vaccinated

Flu season is in full swing. We want to remind you that your patients ages 6 months and older should get a flu vaccine each year. Vaccinations are especially important for patients at high risk of serious flu-related complications. This includes:

- Children younger than age 5, especially children younger than age 2
- Adults age 65 and older
- Pregnant women and women up to two weeks postpartum
- People of any age with certain chronic medical conditions
- Residents of nursing homes and other long-term care facilities

Encourage your patients to get a flu shot. There is no copay for Blue Cross Complete members. Our members may also receive the flu vaccine from select participating pharmacies. We're conducting member outreach and we ask that you also spread the word to

your patients.

If you have questions, contact Blue Cross Complete Provider Inquiry at 1-888-312-5713.

Help us keep the Blue Cross Complete provider directory updated

Please confirm the accuracy of your information in our online provider directory, so our members have the most up-to-date resources. Some of the key items we include in the directory are:

- Provider name
- Address
- Phone number
- Fax number
- Office hours
- Open status
- Hospital affiliations
- Multiple locations

To view your provider information, visit mibluccrosscomplete.com, then click on the Find a Doctor tab.

Submit a written notice of any discrepancies or changes to Blue Cross Complete.

Submit changes at least 60 days in advance, if possible. You can use the Blue Cross Complete Provider Change Form at mibluccrosscomplete.com/provider.

Completed change forms must be submitted by:

Email: bccproviderdata@mibluccrosscomplete.com
Fax: 1-855-306-9762

Mail: Blue Cross Complete of Michigan
Attention: Provider Network Management
100 Galleria Officentre, Suite 210
Southfield, MI 48034

If you have any questions, contact your Blue Cross Complete provider account executive.

In addition, you must make these changes with NaviNet at www.navinet.net.* Contact NaviNet at 1-888-482-8057 or support@navinet.net.

* Blue Cross Complete does not control these sites and is not responsible for their content.