



Suite 1300
4000 Town Center
Southfield, MI 48075

mibluccrosscomplete.com

MCG message

To: All Blue Cross Complete providers

Date: Oct. 30, 2023

Subject: **Blue Cross Complete prohibits billing balance members**

As a reminder, claims for all billable and covered services must be submitted within 365 days of the service date. It is important to note that members cannot be balance billed for covered services under any circumstances.

Providers must accept all payments from Blue Cross Complete as payment in full for services rendered. According to Michigan Medicaid guidelines, it is prohibited to bill members for claims that have been denied or recovered. We encourage providers to utilize the claims inquiry process to resolve any outstanding claims payment issues. We appreciate your cooperation in submitting and processing claims correctly for members.

Blue Cross Complete processes claims according to Michigan Department of Health and Human Services guidelines. For more details, refer to the [Medicaid Provider Manual](#), General Information for Providers, Section 10 – Billing Beneficiaries at Michigan.gov.* Also reference Section 13 of the [Blue Cross Complete Provider Manual](#) at mibluccrosscomplete.com.

If you have any questions, contact your Blue Cross Complete provider account executive or call Provider Inquiry at **1-888-312-5713**.

###