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## **Provider Notice**

**To:** All Blue Cross Complete providers

**Date:** Sept. 24, 2025

**Subject:** Blue Cross is introducing a new solution, Clinical Insights to support providers

Effective Jan. 12, 2026, Blue Cross Complete has contracted with Edifecs to enable a pre-adjudication claims completeness examination solution called Clinical Insights. CI is designed to alert providers when diagnosis codes are potentially missing from a claim.

CI validates gaps within the existing claims submission process utilized today without any new software installed or additional portal logins. As part of its care optimization programs, Blue Cross Complete is placing more focus on the upfront claims submission process to drive more complete and accurate clinical documentation and coding of chronic conditions. This is within the provider's existing billing workflow and channel of submission.

This upfront focus will help to deliver:

- Complete view of a member's historical chronic health conditions
- Less provider office disruption through traditional chase list inquiries
- More timely claims processing
- Improved quality of care for our members

More detailed information about this new solution can be found in the attached FAQs from Edifecs.

Blue Cross Complete will be conducting trainings on this new process. Information regarding available training is forthcoming.

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

*\*Our website is [mibluccrosscomplete.com](http://mibluccrosscomplete.com). While website addresses for other organizations are provided for reference, Blue Cross Complete doesn't control these sites and isn't responsible for their content.*