

Blue Cross Complete no longer processing Health Risk Assessments

Effective immediately, providers should discontinue sending Healthy Michigan Plan Health Risk Assessments to Blue Cross Complete. The Michigan Department of Health and Human Services retired the HMP HRAs on Dec. 31, 2023. Blue Cross Complete will no longer process HRAs.

This change is a part of the MDHHS's effort to promote consistent member incentive programs that encourage participation in health-promoting behaviors across Medicaid.

The process for retiring the HRAs include the following changes as of Dec. 31, 2023:

- Blue Cross Complete will no longer process HRAs or send HRAs to new HMP members
- Blue Cross Complete will no longer perform outreach to members about annual HMP HRA completion
- The MDHHS fax line will be turned off and providers will get a return message that the HMP HRA program has ended
- Blue Cross Complete will no longer offer a provider incentive for the HMP HRA and the review of claims for preventive services has ended

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

Grants available to open Child and Adolescent Health Centers

The Michigan Department of Health and Human Services is accepting Request for Proposals to expand the Child and Adolescent Health Center Program. This program aims to provide a safe and nurturing environment for children and adolescents to learn about positive health behaviors, prevent diseases, and receive medical care and support.

The RFP is open to the public and non-profit entities, including local health departments, federally qualified health centers, non-profit hospitals and health systems, community mental health agencies, school districts, federally recognized Michigan tribes, Urban Indian Health Clinic programs, and other health or social service organizations qualified to provide school-based or school-related health care services.

Those interested in submitting a proposal, must do so by 3 p.m. on March 12, 2024 at www.egrans-mi.com/mdhhs.*

For more information or to apply, go to www.egrans-mi.com/mdhhs.* For all other questions, please contact your Blue Cross Complete provider account executive or Blue Cross Complete Provider Inquiry at **1-888-312-5713**.

Blue Cross Complete seeks provider insight on training needs

Blue Cross Complete understands that the healthcare industry is constantly evolving with the emergence of new technologies, claim submissions, prior authorization requirements, and patient care approaches. In order to provide better support to providers and their teams, we would like to know more about their training needs and preferences.

To achieve this, we will be conducting surveys throughout the year to gather feedback on how we can improve our NaviNet training, doula support, provider forums, and other offerings. We value your opinions and suggestions which can assist us in providing effective programs, tools and resources. The surveys will cover a range of topics, including existing training programs, areas of improvement, and specific needs identified by health care professionals. The short surveys will consist of questions about the effectiveness of current training programs, preferred learning formats, and specific topics that providers feel require additional attention.

We want to ensure that our training programs are tailored to meet your unique needs. If you have any questions, please feel free to contact your provider account executive or call Blue Cross Complete Provider Inquiry at **1-888-312-5713**.

*Our website is 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.