Blue Cross complete of Michigan

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**Provider Notice**

**To:** All Blue Cross Complete providers

**Date:** Nov. 19, 2025

**Subject:** NaviNet® Care Gap Response Workflow Redesign

Currently, supplemental clinical documentation to close Care Gaps can be uploaded one member, one care gap at a time. The redesigned workflow will allow providers to resolve multiple Care Gaps in a specified group.

There are four major Care Gap groups included in this enhancement:

- Child and Adolescent Immunizations
- Care of Older Adults
- Transition of care
- Well care visits

Upon accessing the Care Gap Response Form providers will notice two new columns have been added at the beginning of the form:

- **Grouping Allowed?** – Indicates which Care Gaps can be grouped together.
    - *Rows can be grouped together for document upload/Care Gap closure if they share the **same color icon**, same **Care Gap Group Name**, and have a Provider Response Status of **'Response required'.***
- **Care Gap Group** – Indicates the name of the Care Gap/HEDIS measure.

Providers will be able to select multiple Care Gaps in a grouping, upload supporting documents and resolve the Care Gaps in the group. Providers will also be able to access a new Member Roster page via a link on the Care Gap Response Form, instead of going back to Report Inquiry to pull a listing of all members with unresolved care gaps.

There will be no changes to the document types, upload size limits and the ability to attach multiple documents.

If you do not have access to the NaviNet provider portal, visit: register.navinet.net/* to sign up. If you have questions, contact your Blue Cross Complete provider account executive or the Blue Cross Complete Provider Inquiry at 1-888-312-5713.

**Our website is **mibluecrosscomplete.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.*

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