Blue Cross complete of Michigan

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Provider Notice

To: All Blue Cross Complete providers

Date: Nov. 19, 2025

Subject: NaviNet® Disputes Status Enhancement

Providers can now view the status and a copy of the determination letter for previously submitted disputes via the NaviNet provider portal by accessing *Forms and Dashboards* and selecting the **Check Dispute Status** link.

Search by one of the following data elements:

- Claim ID
- Member's ID
- Submission Date Range - Begin Date and End Date

Providers will be able to view 18 months of status history based on the dispute receive date.

The search will return one of the following statuses: *In Progress, Approved, Rejected, Denied* or *Voided* and will include the date the determination letter was uploaded into the system. A copy of the determination letter will be available under Practice Documents.

This enhancement is designed to streamline your workflow by eliminating the need to:

- Call the health plan to obtain the status of your request.
- Wait to receive the determination letter by mail.

New to NaviNet?

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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