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## **Provider Alert**

**To:** All Blue Cross Complete providers

**Date:** Sept. 16, 2025

**Subject:** Proper Medical Documentation Requirements

Health care providers are required to submit complete and accurate medical record documentation when rendering services to members.

Providers must also ensure that proper procedure codes and any procedure code modifiers are properly documented and submitted on claims.

Common procedure codes where medical record documentation is not supported include:

- Immunization administration codes (90460 and 90461)
- Developmental and Behavioral Health Screening and Testing (96127)
- Evaluation and Management Codes
- Procedure Code Modifiers

The most common code modifier found in encounter data, but often omitted from medical records documentation, is modifier 25. This modifier indicates a significant, separately identifiable E&M service provided by the same provider on the same day as another procedure or service. High medical record omission rate for the Procedure Code Modifier data element can be attributed to several factors:

- Medical record non-submission: When medical records were not submitted, associated procedure codes and procedure code modifiers were treated as medical record omissions.
- Omitted procedure codes: When procedure codes were omitted, their associated procedure code modifiers were also omitted.
- Incomplete documentation: Providers did not document evidence related to the modifiers in the medical records, despite submitting the modifiers to the Plan.

As a reminder, incomplete or inaccurate documentation may result in claim denial, delayed payment, and/or other compliance action. Providers should review documentation and coding guidelines to confirm that medical records support the services billed. For detailed requirements, please refer to the Michigan Department of Health and Human Services [Medicaid Provider Manual](#).

We appreciate your cooperation in maintaining accurate records and supporting quality care for our members. If you have any questions, contact your Blue Cross Complete provider account executive or the Blue Cross Complete Provider Inquiry at 1-888-312-5713.