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mibluccrosscomplete.com

Provider Notice

To: All Blue Cross Complete providers

Date: Sept. 18, 2025

Subject: Providers encouraged to use preferred laboratory providers

Blue Cross Complete would like to remind providers that all laboratory services should be directed to our preferred, participating laboratory vendors, when possible. Referring members to contracted laboratories helps ensure timely access to care and reduces the risk for claim denials.

Please be advised:

- Providers should use Blue Cross Complete's preferred laboratory vendors, when possible.
- Providers should refrain from referring members to vendor providers who are not contracted with Blue Cross Complete, including those who operate exclusively outside of Michigan.
- Non-participating laboratories will require a prior authorization

Providers who feel that a Blue Cross Complete-contracted vendor cannot meet a need should contact the vendor or call the Blue Cross Complete Utilization Management department at **1-888-312-5713** (press 1) to submit a request for a service provided by a non-contracted vendor. This should occur prior to the service being rendered, unless it is an emergency.

We appreciate your cooperation in helping us deliver quality, cost-effective care to our members. For a list of preferred laboratory providers, review the [Provider Resource Guide](#) at mibluccrosscomplete.com. 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. 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.*