



# Complete Update

for Blues Medicaid providers



February 2021

## Learn the advantages of using NaviNet

Did you know your office can submit a claims inquiry and investigation using Navinet, the Blue Cross Complete provider portal?

Navinet makes it easier for you to submit an individual claim inquiry or investigation without the hassle of making a telephone call. Providers can also receive updates in Navinet for existing claim inquiries or investigations sent to Blue Cross Complete. Updates take about 10 days after submission.

We encourage your office to enroll on [Navinet.net](https://navinet.net)\*\* and submit your claims inquires or investigations. If you have questions, contact your Blue Cross Complete provider account executive or Blue Cross Complete Provider Inquiry at 1-888-312-5713.

## Blue Cross Complete offers more options for reimbursement

Blue Cross Complete payment systems now allow providers the ability to receive the following payment options for claims reimbursement:

**Virtual credit card** – Virtual debit transactions are randomly generated, temporary credit card numbers that are either faxed or mailed to providers for claims reimbursement.

**Electronic funds transfer** – This option allows providers to receive payments directly in the bank account of their choice.

**Electronic remittance advice** - Providers may also receive their electronic remittance advice from Change Healthcare and ECHO Health by including both the Change Healthcare Blue Cross Complete payer ID: 32002 and the ECHO payer ID: 58379.

For questions or assistance with the payment systems, contact your Blue Cross Complete provider account executive or Blue Cross Complete Provider Inquiry at 1-888-312-5713.

## COVID-19 vaccination update

With the recent emergency use authorization and distribution of the COVID-19 vaccine, our members will likely look to you for direction. Updates and changes are happening quickly, and Blue Cross Complete is closely monitoring guidance from local and federal officials to learn the most up-to date information.

Here's what we do know:

1. It's important that everyone continue to protect themselves by social distancing, washing their hands and wearing a face covering.
2. Distribution of the vaccine has begun but it will take time before the vaccine is more widely available. We're aware that you may be planning to administer the vaccine to your patients, and we'll be interested in collecting more information from you to share with our members.
3. For the most current information about who is eligible for the vaccine during and after the public health emergency, visit [MDHHS COVID-19 Vaccine Provider Guidance & Educational Resources](#).\*
4. According to the Centers for Medicare & Medicaid Services, state-specific regulations may apply to billing and reimbursement guidance. For more information, please visit <http://www.michigan.gov/COVIDvaccine>.\*

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

\*Our website is [mblucrosscomplete.com](https://mblucrosscomplete.com). While website addresses for other organizations are provided for reference, Blue Cross Complete does not control these sites and is not responsible for their content.

\*\*[NaviNet](#) is a contracted vendor that provides a payer-provider web portal on behalf of Blue Cross Complete through which member information can be accessed, including but not limited to tracking claims status.