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## Blue Cross Complete addresses low birth weights in Oakland, Macomb and Wayne counties

Babies weighing less than 5 pounds, 8 ounces at birth are considered low birth weight, according to an [article published in 2018 by the Samuel Dubois Cook Center on Social Equity at Duke University](#).\*

The Blue Cross Complete quality team has been studying how this issue affects our youngest members in Region Ten (Oakland, Macomb and Wayne counties), especially in Detroit. In 2017, the percentage of babies born with low birth weight was 8.3% nationally and 8.8% in Michigan. The percentage of Blue Cross Complete members born with low birth weight in 2017 and 2018 exceeded both the national and state average at 9% and 9.9%, respectively, according to the [Centers for Disease Control and Prevention: National Center for Health Statistics, January 2019](#).\*

In addition, the infant mortality rate in the United States is high compared to other developed nations. For example, in 2013, the IMR in the U.S. was five per 1,000 live births. However, the African American IMR in the U.S. was more than double that at 11.2 per 1,000 live births.

African American women are at greater risk for adverse birth outcomes, including low birth weight, along with preterm birth and infant mortality, according to [a study on Medicaid-related births, published in JAMA Pediatrics, March 2014](#).\* Multiple studies have demonstrated an association of preterm birth and low birth weight with lower socioeconomic status, according to [a 2015 study published in the Journal of Neonatal-Perinatal Medicine](#).\* Impoverished African American women's health is affected by diminished access to quality health care, food and housing, as well as other poverty-related stressors such as crowded home environments, smoke exposure, nutritional deprivation, unemployment and decreased social supports that impact pregnancy outcomes and infant health.

Maternal Infant Health Programs help reduce the risk of low birth weight, with particular advantage to African American women. MIHPs are considered an effective intervention to reduce low birth weight, particularly when women are enrolled early in the pregnancy and have multiple visits.

Blue Cross Complete recommends the following action steps to help protect our members from a low birth weight outcome:

- Encourage enrollment in the Bright Start® pregnancy management program, which promotes healthy behaviors and assists members in controlling risk factors during pregnancy. To refer a member to the Bright Start program, providers should call **1-888-288-1722**.
- Encourage enrollment in the Keys to Your Care® texting program. Your patients can earn gift card rewards for signing up. To sign up, the member can text **BCCMOM** to **85886** or call Bright Start.
- Encourage regular and early prenatal care.
- Encourage a healthy diet.
- If needed, refer pregnant members to the Blue Cross Complete Tobacco Quit program, which is a free phone-based support program for members interested in developing a plan to quit tobacco use. For assistance, call the toll-free Tobacco Quit Line at **1-800-784-8669** from 8 a.m. to 1 a.m., seven days a week.

Thank you for all you do in providing the highest-quality care for our members.

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



\*Our website is [mibluccrosscomplete.com](http://mibluccrosscomplete.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.

## Blue Cross Complete addresses housing insecurity in Livingston, Jackson, Washtenaw, Hillsdale, Lenawee and Monroe counties

It probably goes without saying that if you're not sure if you'll have a roof over your head at night, getting yourself to a doctor's appointment isn't a priority.

To better understand member housing needs in Region Nine (Livingston, Jackson, Washtenaw, Hillsdale, Lenawee and Monroe counties), Blue Cross Complete analyzed social determinants of health data, collected through staff assessments and from claims from September 2017 through July 2018.

Almost 13% of survey respondents reported a housing concern, and nearly 56% didn't have an office visit during that same time period.

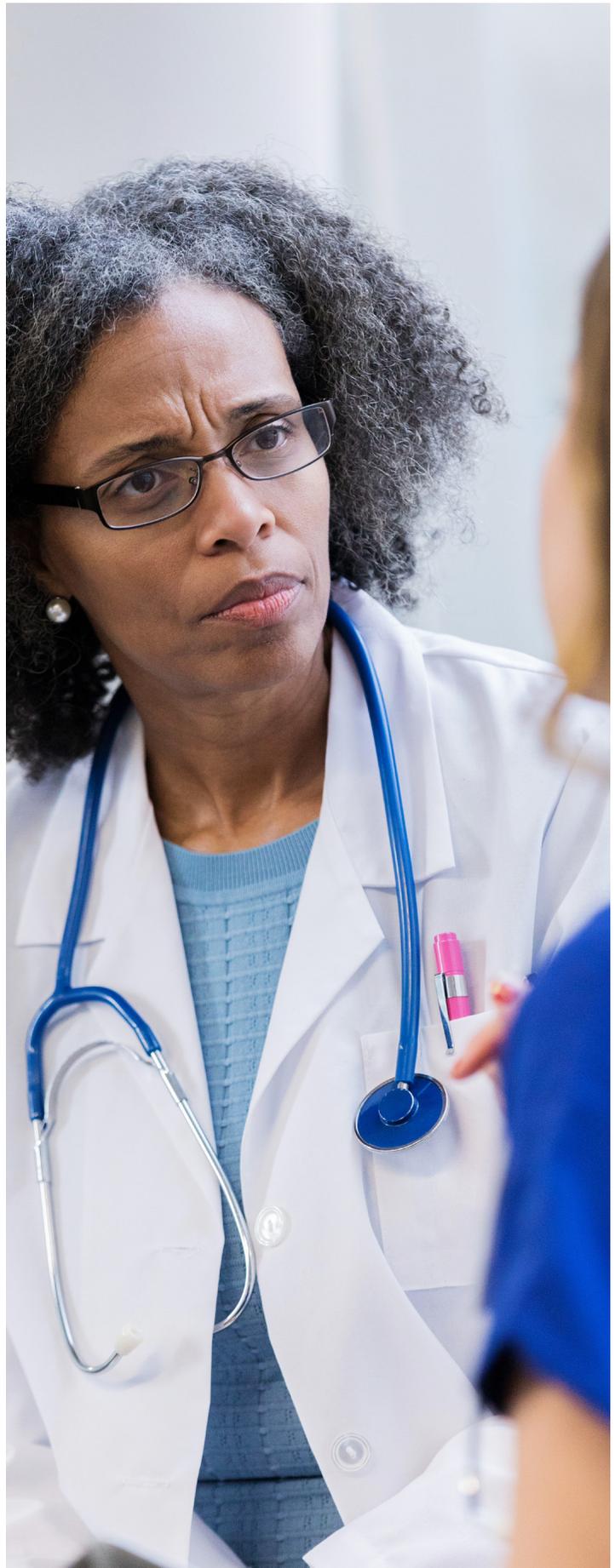
Blue Cross Complete is working with key agencies to help members eliminate the stress of housing insecurity and schedule health care appointments. We're also providing our Integrated Health Care Management team with referrals to assist members with chronic conditions such as asthma, diabetes, cardiovascular disease and chronic obstructive pulmonary disease.

### Members in need are identified through various sources:

- Partnership housing agency notification
- Gap in care reports
- Ongoing social determinants of health assessments

If you know of a Blue Cross Complete member with a housing issue who would like assistance, have them call Customer Service at **1-800-228-8554**. TTY users should call **1-888-987-5832**. Additional services may be available from the Michigan Department of Health and Human Services or your county office. You or your member can search for additional services available using [Blue Cross Complete's Community Resource Hub](#). Go to [mibluecrosscomplete.com](http://mibluecrosscomplete.com), then click on the **Resources** tab and go to **Community Health Resources**.

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



## Blue Cross Complete works to screen Flint children, ages 6 and younger, for lead

Exposure to even the smallest amounts of lead can be dangerous — especially for children. The Flint water crisis highlighted the importance of protecting children from lead exposure through screening and prevention. According to the [Michigan Medicaid Provider Manual](#),\* all children covered by Medicaid are considered high risk for blood lead poisoning. This is especially true in Flint, where Blue Cross Complete continues efforts to support members impacted by the water crisis.

To help ensure all members living in Flint who have children ages 6 and younger get their children screened for lead exposure and have access to local resources, Blue Cross Complete has a designated community health navigator, or CHN, Michelle Overway, who lives and works exclusively in the Flint area. Members can contact her at **1-248-798-9025** to discuss lead screening or anything else related to their child's health.

Since 2016, Michelle has facilitated over 700 Blue Cross Complete screenings and has identified and referred 23 members in Region Six with elevated blood lead levels for treatment.

To encourage participation, Blue Cross Complete offers an incentive. Members whose children complete a screening receive a \$25 Meijer gift card.

Our CHN may ask your staff to help schedule appointments for child lead screening. Often, she'll combine the screening with a well-child visit. Once the appointment is scheduled, she'll follow up with the member to confirm the appointment time and date.

The CHN meets with the member and family at the primary care physician's office or a local laboratory for the actual lead screen testing. She'll provide information on Target Case Management services for the Flint water crisis, along with other resources for diapers and clothing and assistance with utilities and housing.

### To date in 2019, our Flint-based CHN has:

- Made more than 1,500 phone calls and over 300 home visits to reach our members for a lead screening
- Met 115 members for lead screenings, averaging 17 members per month

For more information on the Flint water crisis, visit [FlintCares.com](#)\* and [FlintRegistry.com](#).\* If you have questions, contact your Blue Cross Complete provider account executive or call Provider Inquiry at **1-888-312-5713**.



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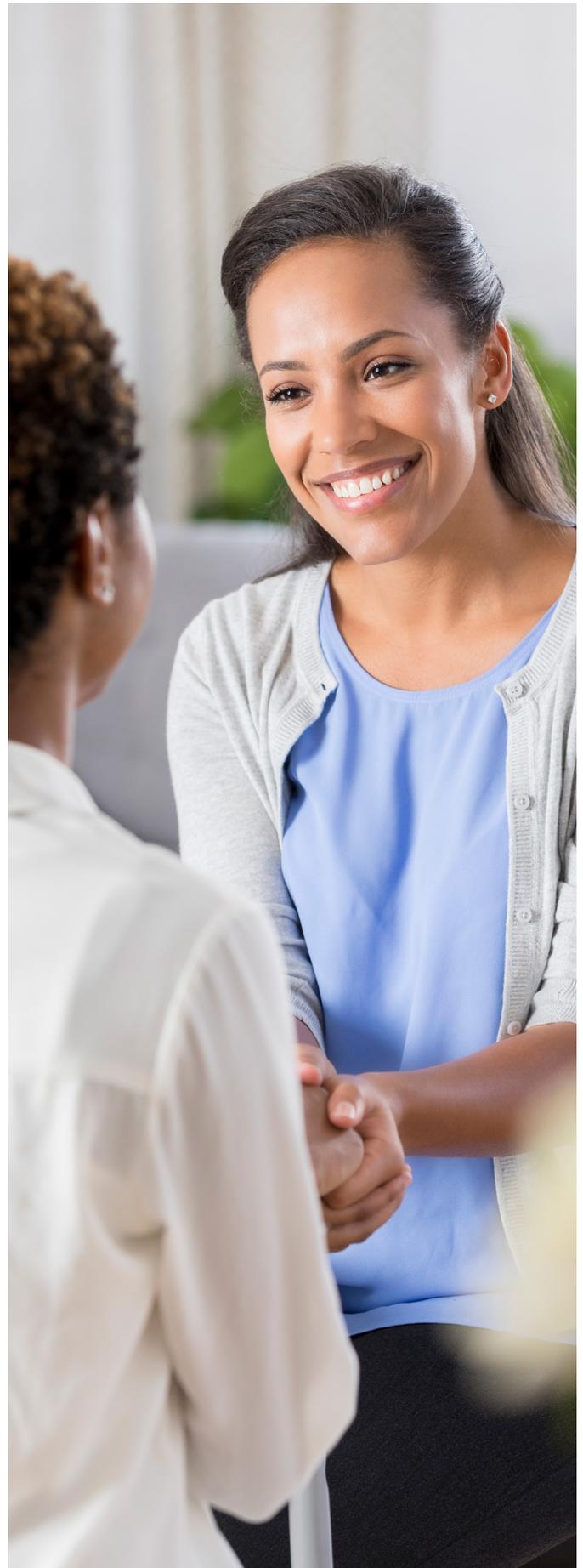
## Blue Cross Complete supports refugees in western Michigan

Since 2016, Blue Cross Complete has worked with community organizations, Samaritas and Bethany Christian Services, to support refugees from the Democratic Republic of the Congo, Somalia and Eritrea in Region Four (Mason, Lake, Osceola, Oceana, Newaygo, Mecosta, Muskegon, Montcalm, Ottawa, Kent, Ionia, Allegan and Barry counties). From October 1, 2018, to August 31, 2019, Samaritas and Bethany have welcomed 577 refugees, the majority of whom are Congolese.

This year, Blue Cross Complete and Bethany Christian Services have been providing bimonthly health education sessions for women refugees at the Grand Rapids International Fellowship Church. Topics include female anatomy, the menstrual cycle, feminine hygiene products, birth, breast health, puberty, birth control, pregnancy, menopause, postpartum issues and self-esteem. Bra fittings are also offered during the sessions, and Blue Cross Complete provides a Meijer gift card so attendees can make their first bra purchase. Attendees range from teens to senior citizens.

A nurse (and an interpreter) conduct the sessions that also include instruction on how to perform a monthly breast exam to screen for cancer. If you would like to recommend this women's health class to your patient, please have her call Bethany Christian Services at **1-616-965-8114** for more details.

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





## Avoid antibiotic treatment for acute bronchitis

Antibiotic resistance has become a serious public health problem in the United States. The Centers for Disease Control and Prevention has been educating both physicians and patients to improve how we prescribe and use antibiotics.

Acute bronchitis is among the 10 most common reasons for outpatient visits in the U.S. each year. While the majority of acute bronchitis cases (more than 90%) have a nonbacterial cause, the CDC estimates that 30% of all antibiotics prescribed in outpatient clinics are unnecessary and can cause greater risk of side effects and potential for antibiotic resistance.

### Let patients know:

- Antibiotics don't work on viruses.
- Antibiotics are only needed for treating certain infections caused by bacteria.
- Antibiotics won't work for cold or flu.
- It's important to only take antibiotics for bacterial infections, since they can put the member or their child at risk for harmful side effects and antibiotic-resistant infection.
- One out of five medication-related visits to the emergency room are from reactions to antibiotics.
- Any time antibiotics are used, they can cause side effects. When antibiotics aren't needed, they won't help the member, and the side effects could hurt him or her.

For further information, read the CDC article ["Be Antibiotics Aware: Smart Use, Best Care"](#) or visit its [National Center for Emerging and Zoonotic Infectious Diseases](#). If you have any questions, contact your Blue Cross Complete provider account executive or call Provider Inquiry at **1-888-312-5713**.

## Flu prevention season is here

As we enter the winter season, it is time to start a flu prevention plan for your patients. The Centers for Disease Control and Prevention recommends a flu vaccine during each flu season as the first and most important step in protecting against the virus.

### Here are a few additional reminders for your patients:

- Get the recommended amount of sleep.
- Eat a healthy, well-balanced diet.
- Minimize stress.
- Keep moving — exercise has numerous health benefits such as boosting mood and energy. It also helps to promote better sleep.

### Other beneficial reminders for your patients, which can help prevent the flu:

- Wash your hands frequently with soap and water.
- Cover your nose and mouth if you sneeze or cough.
- If you feel sick or have flu-like symptoms, stay home to prevent further spread of the illness.
- If possible, avoid people who are sick.

Blue Cross Complete allows for a seasonal flu vaccine with no copay for all Blue Cross Complete members. They can receive the vaccine from a medical provider, local health department or pharmacy. For the pharmacy, call ahead to determine availability and ask about age limits as most pharmacies have restrictions on vaccinating children under a certain age.

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



## Quality improvement program member survey and HEDIS® results

As part of our accreditation with the National Committee for Quality Assurance, Blue Cross Complete shares member survey results with our providers and members. Each year, Blue Cross Complete sends the Consumer Assessment of Healthcare Providers and Systems, or CAHPS, survey to randomly selected members. The 2019 survey asked them to rate their health plan and the care and services they received from their health care providers in 2018.

### Here are some of the survey results:

Our members scored these categories high enough to place Blue Cross Complete in the top 10% of all health plans nationally:

- Getting Care Quickly
- Getting Needed Care
- Overall Rating of Health Plan

This means that members said they got the care they felt they needed as soon as they needed it. It also means that members gave Blue Cross Complete high ratings as a health plan.

Members also gave improved ratings in 2019 for Shared Decision Making, How Well Doctors Communicate and Specialists. This means that members felt their doctors talked with them about reasons to take or not take medications, listened carefully and explained things in a way they could understand. It also means members gave improved ratings for health care they received from their specialists.

Members gave slightly decreased ratings for Care Coordination and Customer Service. This identifies improvement opportunities for Blue Cross Complete in the coming year.

To see the full survey results, go to the 2019 Michigan Department of Health and Human Services [Adult Medicaid Health Plan CAHPS®](#) and the [Child Medicaid Health Plan CAHPS®](#) reports.

For more information about the CAHPS survey, visit [cahps.ahrq.gov](http://cahps.ahrq.gov).\*\*

Blue Cross Complete also uses the Healthcare Effectiveness Data and Information Set® to measure how well we provide care to members. HEDIS\* compares the performance of all health care plans across the country. Some areas of care that get scored by HEDIS include child, adolescent and adult well care, prenatal and postpartum, diabetes, cardiovascular and respiratory care. To request information on Blue Cross Complete's HEDIS scores, please contact Customer Service at 1-800-228-8554.

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



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**Our members scored these categories high enough to place Blue Cross Complete in the top 10% of all health plans nationally.**

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\*HEDIS is a registered trademark of the [National Committee for Quality Assurance](#).

\*\*Our website is [mibluccrosscomplete.com](http://mibluccrosscomplete.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.

## MDHHS partners with National Jewish Health to offer tobacco cessation program for teens

The advent of electronic cigarettes and vaping has been accompanied by the misconception that this form of tobacco use is less harmful than cigarettes, according to [the National Youth Tobacco Survey, published by the Centers for Disease Control and Prevention in 2016](#).<sup>\*</sup> Youths are particularly drawn to e-cigarettes for reasons ranging from the enticing candy flavors to the celebrities who use them. However, nicotine exposure during the teen years can lead to addiction and injure the maturing adolescent brain.

The Michigan Department of Health and Human Services reported on July 29, 2019, that nearly 5 million American teens are vaping and using tobacco. Thirty-nine Michigan counties showed increases in youth use of e-cigarettes, ranging from 29% to 118%, according to the School Health Survey System, Michigan Profile for Healthy Youth from 2015 – 2016 to 2017 – 2018. MDHHS has partnered with National Jewish Health and eight other states on a tobacco cessation program to help teens stop using tobacco products, including e-cigarettes and vapes.

With the new **My Life, My Quit** program, teens can text or call a toll-free number — **1-855-891-9989** — or visit [MyLifeMyQuit.com](#)<sup>\*</sup> for real-time coaching using text messaging and online chat. The program is free and confidential and helps teens learn to cope with stress in healthy ways, educates them about cravings and offers personalized support to help them become free of nicotine addiction.

The Quitline provided by the [National Jewish Health QuitLogix](#)<sup>®\*</sup> has helped more than 140,000 Michigan residents become free of nicotine addiction. The program has one of the highest quit rates in the country at nearly 40% for people who receive coaching and medications.

Blue Cross Complete also has a free, phone-based tobacco quit program that helps members make a plan to quit using tobacco and offers support and encouragement to help them stick to it. Call **1-800-QUIT-NOW (1-800-784-8669)**, 24 hours a day, seven days a week.

In addition, Blue Cross Complete drug benefits include over-the-counter and prescription medicines. See Pharmacy Services (Section 12) of the [Blue Cross Complete Provider Manual](#) for additional coverage information or go to the **Preferred Drug List** at [mibluccrosscomplete.com](#) under the **Provider Programs** section on the **Providers** tab and click on **Tobacco cessation**.

For more information, contact your Blue Cross Complete provider account executive or call **Provider Inquiry at 1-888-312-5713**.



<sup>\*</sup>Our website is [mibluccrosscomplete.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.

## Blue Cross Complete provides coverage for rental breast pumps in a hospital setting

Blue Cross Complete now provides coverage for rental breast pumps in a hospital setting, effective September 1, 2019. These pumps, along with assistance from lactation nurses, can help members learn about breast feeding while they'll still in the hospital. We'll continue to maintain our Bright Start program for prenatal care where members can obtain an electric or hospital grade breast pump prior to their delivery when working with our care coordinators.

Any member who wants to use a breast pump can get it from Blue Cross Complete suppliers J&B Medical Supply (1-888-896-6233) or Northwood Inc. Call Northwood's Customer Service department at 1-800-393-6432 to identify a contracted supplier.

The breast pumps must be billed as an outpatient service to Blue Cross Complete and will be paid at Medicaid rates. Preauthorization isn't required.

**Below is a list of Medicaid codes that can be billed for the rental breast pump:**

Code	Short Description	Modifier
E0603	Electric Breast Pump	RR
E0604	Hosp Grade Elec Breast Pump	KH
E0604	Hosp Grade Elec Breast Pump	RR

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



\*Source: Michigan Department of Health and Human Services Medical Suppliers Orthotists/Prosthetists/DME Dealers Fee Schedule\*\*  
<https://www.michigan.gov/documents/mdhhs/DEMPOS-0420196521587.pdf>

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## Blue Cross Complete formulary changes

Effective October 1, 2019, an updated [Current Formulary Changes](#) can be found on our website at [miblucrosscomplete.com](http://miblucrosscomplete.com) under the **Providers tab > Provider Programs > Program overviews > Pharmacy**.

**Below are the changes effective October 1, 2019:**

The formulary changes below meet requirements set by the State of Michigan and the Common Formulary Workgroup. Blue Cross Complete is a member of Michigan Managed Care Common Formulary Workgroup.

**Please note:** Changes established by the Common Formulary Workgroup may not be posted immediately. Please allow time for documents to be updated and posted. New information will be posted as soon as possible.

Medication Name	Preferred Drug List Update*	Limit*	Effective Date
ADEFOVIR DIPIVOXIL 10 MG TABLET	Added QL	5 tablets/day	10/1/2019
CIMZIA 200 MG/ML STARTER KIT	Starter Kit QL updated	1 kit per year	10/1/2019
CIPROFLOXACIN HCL 100 MG TABLET	Removed from formulary		10/1/2019
CLOTRIMAZOLE-BETAMETHASONE LOT	Added QL	60 mL/30 days	10/1/2019
ENTECAVIR 0.5 MG TABLET	Added QL	1 tablet/day	10/1/2019
ENTECAVIR 1 MG TABLET	Added QL	2 tablets/day	10/1/2019
FEBUXOSTAT 40 MG TABLET	Must use preferred generic for Uloric		10/1/2019
FEBUXOSTAT 80 MG TABLET			
HUMIRA PEN CROHN-UC-HS 40 MG	Starter pack QL updated	1 kit per year	10/1/2019
HUMIRA PEN PS-UV-ADOL HS 40 MG			
HUMIRA(CF) PEDI CROHN 80-40 MG			
HUMIRA(CF) PEDI CROHN 80MG/0.8 ML			
HUMIRA(CF) PEN CRHN-UC-HS 80 MG			
HUMIRA(CF) PEN PS-UV-AHS 80-40			
KRINTAFEL 150 MG TABLET	Added to formulary with PA, AL, and QL	AL min. ≥ 16 years old QL max 2 tablets/365 days	10/1/2019
LAMIVUDINE 100 MG TABLET	Added QL	3 tablets/day	10/1/2019
LAMIVUDINE HBV 100 MG TABLET	Added QL	4 tablets/day	10/1/2019
NYSTATIN-TRIAMCINOLONE CREAM	Added QL	60 Gm/30 days	10/1/2019
NYSTATIN-TRIAMCINOLONE OINTMENT			
PEDIATRIC ENEMA	Added to formulary		10/1/2019
SPIRIVA RESPIMAT 1.25 MCG INH	Added to formulary with PA, AL, and QL	AL min. ≥ 6 years old 1 inhaler/30 days	10/1/2019
SYMBICORT 160-4.5 MCG INHALER	Previous Grandfathering expired on 7/31/2019		N/A
SYMJEPI 0.3 MG/0.3 ML SYRINGE	Added to formulary with QL	1 unit/90 days	10/1/2019
TRETINOIN 0.025% CREAM	Added to formulary with AL, QL, and ST	AL Min. ≥ 18 years old QL max 20 grams/30 days Trial and failure of Differin 0.1% OTC (two claims in previous 90 days)	10/1/2019

If you have any questions, contact your Blue Cross Complete provider account executive, Blue Cross Complete Provider Inquiry at **1-888-312-5713** or the Blue Cross Complete Pharmacy Help Desk at **1-888-288-3231**.

\*AL = Age Limit, PA = Prior Authorization, ST = Requires Step Therapy, QL = Quantity Limit, CO = Carve Out, NDC = National Drug Code, CSHCS = Children's Special Health Care Services, NSO = New Starts Only



## Health care professional and provider rights

In accordance with legal requirements and upon written request, Blue Cross Complete providers or prospective providers are given the opportunity to:

- Review all applications
- Review Blue Cross Complete’s credentialing policies and procedures
- Review information obtained through primary source verification for credentialing purposes. This includes information from malpractice insurance carriers and state licensing boards. This doesn’t include information collected from references, recommendations and other peer review protected information. Either attest to the accuracy of that information or correct the information, if erroneous.
- Be notified if any credential information is received that varies substantially from application information submitted by the health care professional or provider: actions on license, malpractice claim history, suspension or termination of hospital privileges, or board-certification decisions with the exception of reference, recommendations or other peer-review protected information. The health care professional or provider will have the right to correct erroneous information if the credentialing information received varies substantially from the information that was submitted on his or her application.
- Upon request, be informed of the status of their application — if application is current and complete, the applicant can be informed of the tentative date that his or her application will be presented to the credentialing committee for approval.

Providers or prospective providers must submit a written request to review information submitted in support of their credentialing or recredentialing application to:

Email: [bccproviderdata@mibluccrosscomplete.com](mailto:bccproviderdata@mibluccrosscomplete.com)  
Fax: 1-855-306-9762  
Mail: **Blue Cross Complete of Michigan**  
Attn: Provider Data Management  
Suite 1300  
4000 Town Center  
Southfield, MI 48075

- A two-week notice is required for scheduling a review date and time.
- The provider is informed in writing of the dates and times available for the review.
- Upon receipt of the provider’s response, the date and time of the scheduled review are confirmed in writing.

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

## Blue Cross Complete authorization required documents

To prevent a delay in the processing of an authorization of inpatient hospital services, submit the following documents at the time of the request, if applicable:

- History and physical exam
- Pertinent labs
- Imaging findings

We know you're busy. And, we want to provide the very best care to our members while trimming redundant efforts. To save time and minimize denials, you should submit all the necessary documents with your prior authorization requests. Phone or fax the request, along with supporting documentation, to:

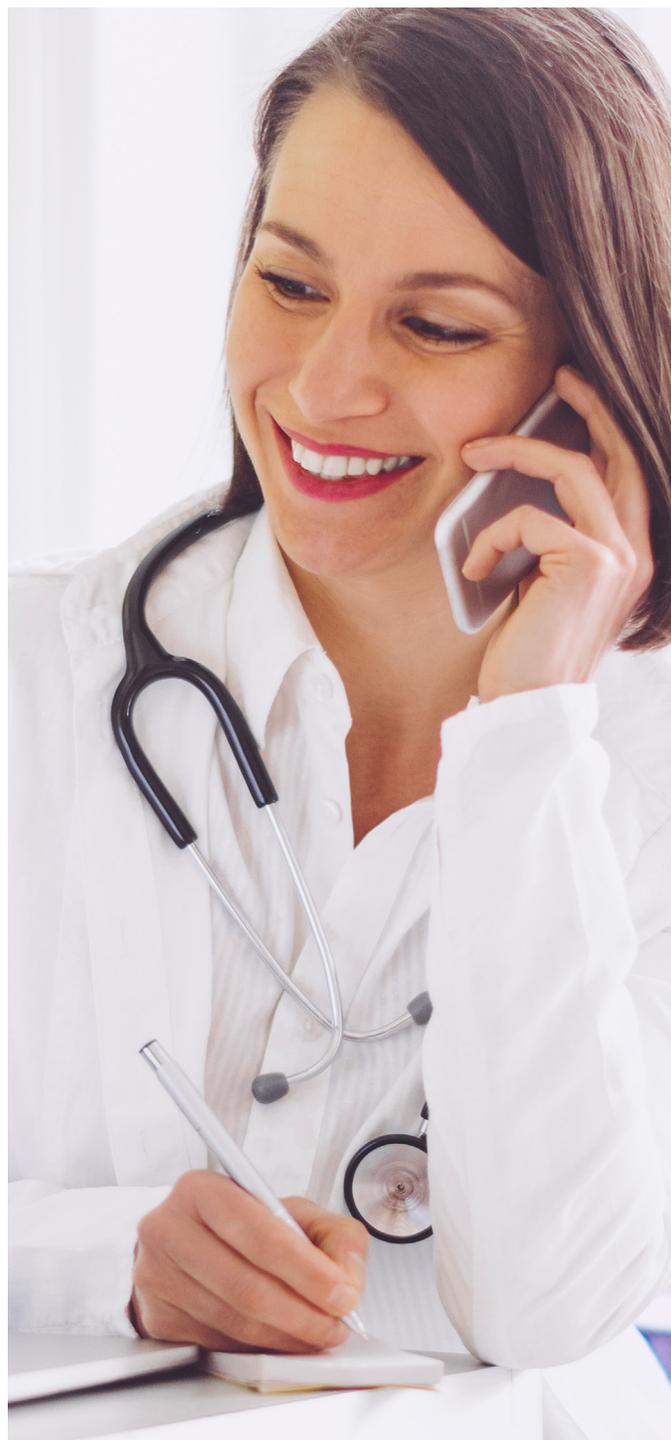
- Phone: **1-888-312-5713**  
(press 1, then 4 to request authorization)
- Fax: **1-888-989-0019**
- [NaviNet provider portal](#)

For additional information, refer to **Section 10 (Managing Utilization)** of the [Blue Cross Complete Provider Manual](#).

Learn more about Blue Cross Complete's benefits and services that require prior authorization by going to [mbluecrosscomplete.com](http://mbluecrosscomplete.com), then click on the **Providers** tab, click on **Resources**, scroll down to **Clinical Resources** and click on [Blue Cross Complete authorization requirements](#).

Thank you for all you do in providing the highest-quality care for our members.

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



## Help us keep the Blue Cross Complete provider directory up to date

Accurate provider directory information is crucial to help ensure member access to their health care services. Please confirm the accuracy of your information in our online provider directory, so our members have up-to-date resources. Some of the key items in the directory are:

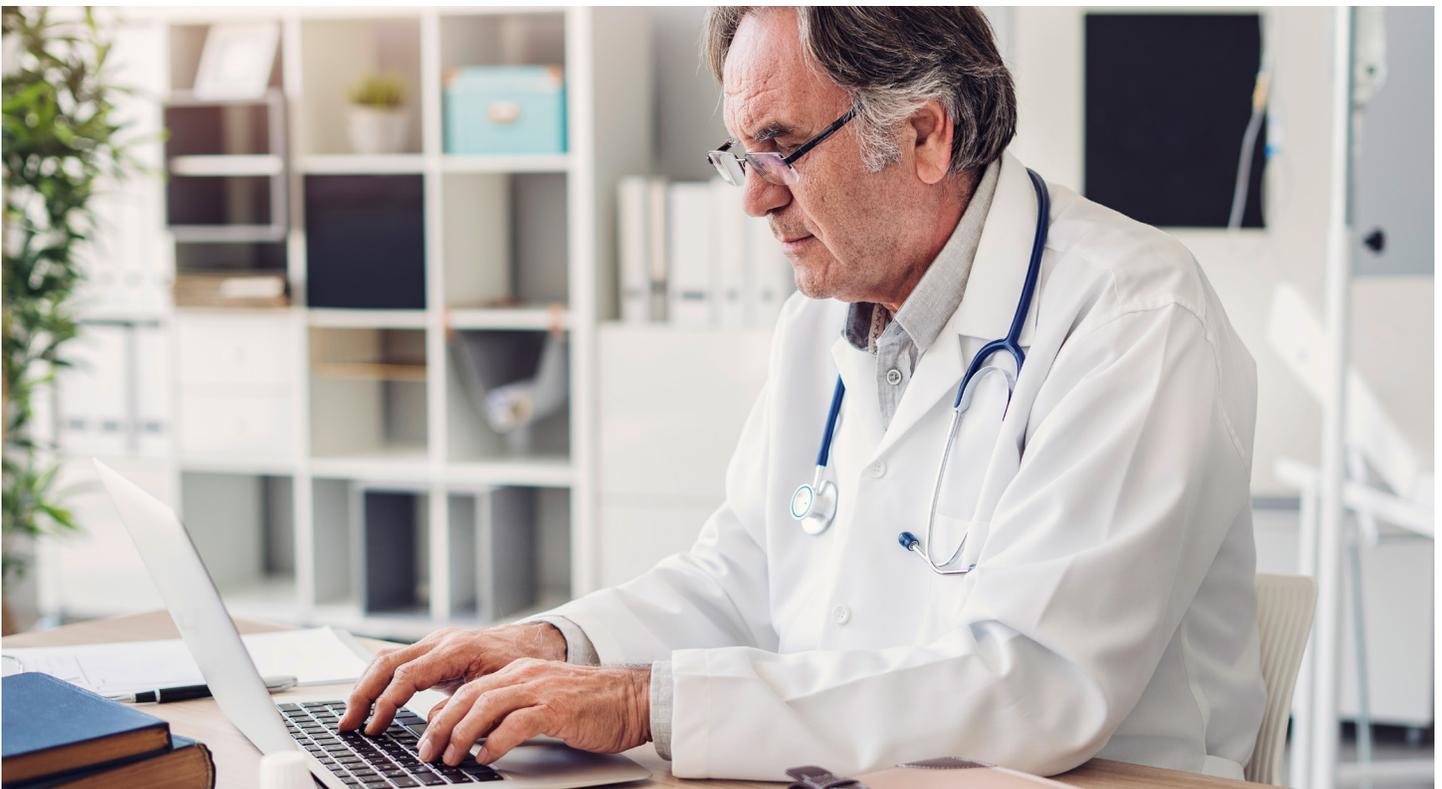
- Provider name
- Office hours
- Address
- Open status
- Phone number
- Hospital affiliations
- Fax number
- Multiple locations

To view your provider information, visit [mibluecrosscomplete.com](https://mibluecrosscomplete.com), then click on **Find a Doctor** tab. Submit written notice of any changes to Blue Cross Complete, using the Blue Cross Complete Provider Change form also at [mibluecrosscomplete.com](https://mibluecrosscomplete.com). Go to the **Provider** tab, click on **Forms** and then click on [Provider Change Form](#).

### Send completed forms by:

- Email: [bccproviderdata@mibluecrosscomplete.com](mailto:bccproviderdata@mibluecrosscomplete.com)
- Fax: 1-855-306-9762
- Mail: **Blue Cross Complete of Michigan**  
Provider Network Management  
Suite 1300  
4000 Town Center  
Southfield, MI 48075

In addition, you must make these changes with [NaviNet](#).\*\* Call NaviNet at 1-888-482-8057 or email [support@navinet.net](mailto:support@navinet.net). If you have any questions, contact your Blue Cross Complete provider account executive.



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\*\*[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.

## Report suspected fraud to Blue Cross Complete

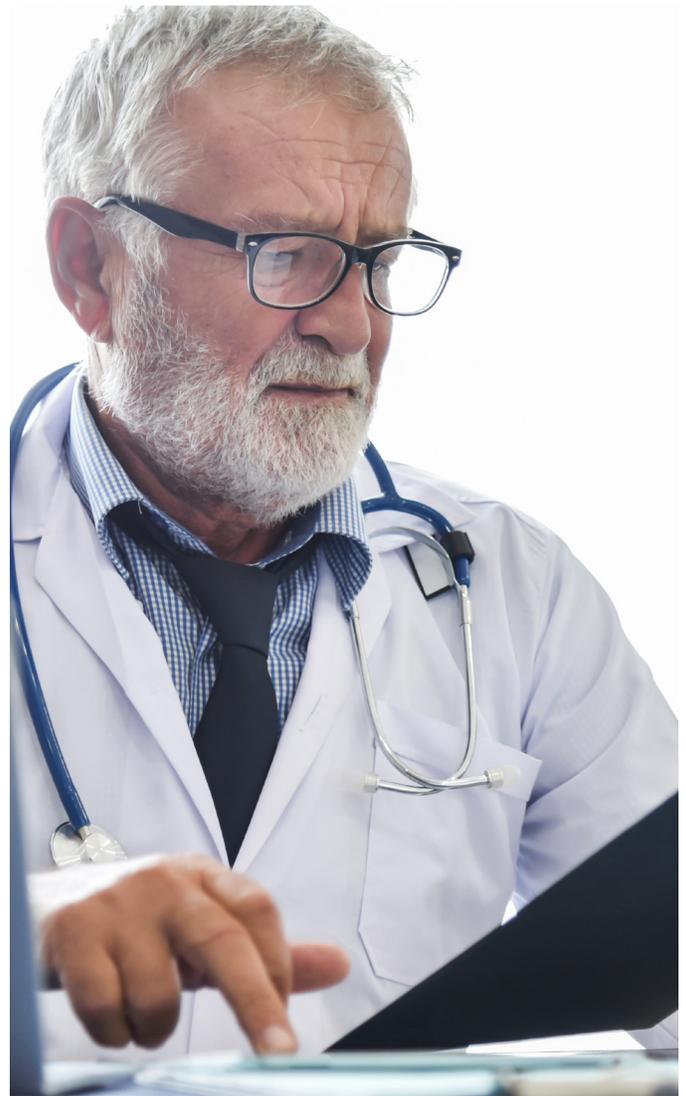
If you suspect that another Blue Cross Complete provider, employee or member is committing fraud, notify the Blue Cross Complete Special Investigations Unit as follows:

- Phone: 1-855-232-7640 (TTY: 711)
- Fax: 1-215-937-5303
- Email: [fraudtip@mibluccrosscomplete.com](mailto:fraudtip@mibluccrosscomplete.com)
- Mail:  
**Blue Cross Complete Special Investigations Unit**  
P.O. Box 018  
Essington, PA 19029

The Blue Cross Complete Special Investigations Unit supports local and state authorities in investigating and prosecuting fraud. You can also report suspected fraud related to Blue Cross Complete to the Michigan Department of Health and Human Services by:

- Phone: 1-855-MI-FRAUD (1-855-643-7283) or Welfare Fraud Hotline 1-800-222-8558
- Website: [michigan.gov/fraud](http://michigan.gov/fraud)\*
- Mail:  
**Office of Health Services Inspector General**  
P.O. Box 30062  
Lansing, MI 48909

You can make reports anonymously.



\*Our website is [mibluccrosscomplete.com](http://mibluccrosscomplete.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.

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