



Complete Update

for Blues Medicaid providers



April 2020

Telehealth services during COVID-19 pandemic

If your office plans to close or limit on-site visits, and provide virtual, telephone or web-based support, please see updated telehealth guidance related to COVID-19 at [Michigan.gov](https://www.michigan.gov).

As we continue to monitor the latest information about COVID-19, we want to help ensure that our members have access to care for their health needs. To accomplish that, we're asking you to contact Blue Cross Complete Provider Inquiry at 1-888-312-8715 or your Blue Cross Complete provider account executive and indicate whether virtual visits, telephone consultation or secured portal consultation will be available during this period.

Center for Medicare and Medicaid releases telehealth toolkits for ESRD providers

On March 23, 2020, the Centers for Medicare & Medicaid released two comprehensive toolkits on telehealth specific to general practitioners and providers treating patients with end stage renal disease.

CMS is expanding this benefit on a temporary and emergency basis under the 1135 waiver authority and Coronavirus Preparedness and Response Supplemental Appropriations Act. According to CMS, effective March 6, 2020, Medicare can pay for office, hospital and telehealth visits across the country, including in patient's places of residence.

Each toolkit contains electronic links to reliable information on telehealth and telemedicine, which will reduce the amount of time providers spend searching for answers and increase their time with patients.

You can find the telehealth toolkit for general practitioners here: <https://www.cms.gov/files/document/general-telemedicine-toolkit.pdf>

You can find the end stage renal disease providers toolkit here: <https://www.cms.gov/files/document/esrd-provider-telehealth-telemedicine-toolkit.pdf>

CMS states they continue to monitor the developing COVID-19 situation and assess options to bring relief to clinicians. To keep up with the important work the task force is doing in response to COVID-19,

click here www.coronavirus.gov.

For complete and updated information specific to CMS, please visit the current emergencies website.

Do you know your Blue Cross Complete provider account executive?

If you have questions about electronic funds transfer, CHAMPS enrollment or renewal, need provider orientation or training on [NaviNet*](#) or would like to schedule a visit, email us or give us a call. We'd like to support your participation in providing the highest quality care to our shared members.

Barry, Ionia, Kent, Mecosta, Montcalm

Robert Bush, 248-663-7366
rbush@mibluccrosscomplete.com

Allegan, Lake, Mason, Oceana, Osceola, Ottawa, Muskegon, Newago

Bren Christner, 248-663-7476
bchristner@mibluccrosscomplete.com

Wayne County

Havard Cole, 248-663-7457
hcolejr@mibluccrosscomplete.com

Huron, Lapeer, Macomb, Sanilac, St. Clair, Tuscola

Pat Embry, 248-663-7341
pembry@mibluccrosscomplete.com

Clinton, Eaton, Ingham, Genesys PHO

Tyrone King - 248-663-7405
tking1@mibluccrosscomplete.com

Genesee, Livingston, Oakland, Shiawassee, University of Michigan

Treva Smith, 248-663-7488
tsmith5@mibluccrosscomplete.com

Hillsdale, Jackson, Lenawee, Monroe, Washtenaw

Hillary Woodruff, 248-663-7342
hwoodruff@mibluccrosscomplete.com

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