



# Complete Update

for Blues Medicaid providers



December 2020

## State offers assistance to those who may have lost health insurance

On October 19, 2020, Governor Gretchen Whitmer announced that the state is investing more than \$1 million and will contact more than one million Michiganders in order to help those who may have lost health insurance during the COVID-19 pandemic to get no- or low-cost coverage.

The funding, available through the U.S. Coronavirus Aid, Relief and Economic Security — or the CARES — Act, is intended to help ensure that uninsured Michiganders have access to local resources for support in evaluating insurance options.

The \$1 million dollar investment will fund:

- Community-based organizations that assist people in enrolling in coverage
- Virtual health insurance educational programs
- An advertising campaign that will target communities affected by COVID-19-related job losses.

Some options for no- or low-cost health insurance coverage include:

- Medicaid
- The Healthy Michigan Plan
- Premium tax credits
- Coverage programs for children
- Cost-sharing reductions.

Open enrollment for the [Health Insurance Marketplace](#)\* occurs Nov. 1 to Dec. 15, 2020, with coverage starting Jan. 1, 2021. If Michiganders are eligible for the Healthy Michigan Plan or Medicaid, the Marketplace or [MIBridges](#)\* can advise them.

To see full details of the announcement, visit [Michigan.gov](#).\*

For assistance with Healthy Michigan Plan and Medicaid, visit MIBridges or call the Michigan 211 COVID-19 Resource Navigation line at **1-844-587-2485**.

## State offers best practice videos to primary care offices

The Michigan Department of Health and Human Services has developed three short videos for providers on the Healthy Michigan Plan health risk assessment and the Healthy Behaviors incentives program.

The videos highlight tips and best practices for primary care offices and provide useful overviews for both providers and members. The video titles include:

- [Completing the Health Risk Assessment](#)\*
- [Submitting the Health Risk Assessment](#)\*
- [Overview Healthy Behaviors Incentive Program](#)\*

For more information, visit the Healthy Michigan Plan website at [michigan.gov/healthymichiganplan](#).\*

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

## Learn the advantages of using NaviNet

Did you know your office can access all your Blue Cross Complete patients' information and gaps-in-care reports and submit authorization requests through the provider web portal, Navinet?

NaviNet makes it easier for you to get member information quickly and securely, without the hassle of making phone calls.

Enrolling on the NaviNet provider portal will allow you to:

- Access links to provider tools and resources.
- Upload documents to your authorization request (lab or radiology reports).
- View eligibility status and date.
- View detailed claim status information, including view and print electronic remittance advice.
- Check the status of a claim regardless of the submission method.
- Conduct claims investigation.

We encourage your office to enroll on [navinet.net](#)\*\* to get immediate access to your Blue Cross Complete members.

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

\*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.

\*\*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.