



Complete Update

for Blues Medicaid providers



August 2018

Take advantage of culturally and linguistically appropriate services training

Blue Cross Complete continues its commitment to cultural competency by offering culturally and linguistically appropriate services training to providers. CLAS training provides an overview of cultural competency standards, legal requirements, local needs and tips that providers can use with their non- or limited-English speaking patients.

To access the CLAS training, visit mibluccrosscomplete.com.

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

Blue Cross Complete's website gets a new look

Blue Cross Complete unveiled its new website at mibluccrosscomplete.com on June 1, 2018. The site was redesigned to provide ease of use and understanding for members and providers.

On the new site, you can download various forms from Blue Cross Complete and the Michigan Department of Health and Human Services. You can also view various training videos .

Locate your Blue Cross Complete provider account executive by clicking on his or her county in the Resource section. Receive monthly newsletters and alerts by registering in the News and updates section of the provider site. Visit the website at mibluccrosscomplete.com for all of your provider resource needs.

For navigation assistance, contact Blue Cross Complete Provider Inquiry at 1-888-312-5713 or your Blue Cross Complete provider account executive.

Reminder: Behavioral health toolkit available online

As a part of the education and support program, primary care doctors can access our Behavioral Health Provider Toolkit, which has information about several behavioral conditions such as:

- Anxiety disorders
- Attention deficit hyperactivity disorder
- Depressive disorders
- Substance use disorders
- Screening, brief intervention and referral to treatment, also known as SBIRT

The toolkit provides screenings, medication management options and resources that could be beneficial to your practice in managing our members.

Behavioral Health Toolkit training is available on the Blue Cross Complete provider website at mibluccrosscomplete.com.

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

Receive payments through electronic funds transfer

Electronic funds transfer is Blue Cross Complete's recommended choice of payment because of its overall efficiency. It improves the processing of all payments and simplifies payment reconciliation when used with a standard electronic remittance advice.

If you're interested in receiving electronic payments, enroll at changehealthcare.com and select Blue Cross Blue Complete of Michigan (payer ID: 32002) as your receiver.

If you have any questions, contact your Blue Cross Complete account executive.

* Blue Cross Complete does not control these sites and is not responsible for their content.