

Non-emergency medical transportation services available to members

Effective Oct. 1, 2024, Blue Cross Complete will provide coverage for non-emergency medical transportation, or NEMT, for any Medicaid-covered services. These services include, but not limited to, trips to specialty behavioral health services, substance use disorder treatment, dental appointments for children enrolled in Healthy Kids Dental, and severe mental health treatment.

The Michigan Department of Health and Human Services released [Letter 24-36](#) on July 11, 2024 establishing the new policy for Medicaid Health Plans.* This update is designed to simplify NEMT for members.

Blue Cross Complete members can download our Modivcare mobile app by searching “Modivcare app” on the Apple Store® or Google Play Store™* to schedule a ride. An email address is needed to create an account.

Providers should refer to the NEMT chapter of the [MDHHS Medicaid Provider Manual](#)* for additional information. For full details on [Letter 24-36](#), go to [michigan.gov](#).*

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

MDHHS ends Medicaid coverage for certain Covid-19 services

Starting Oct. 1, 2024, the Michigan Department of Health and Human terminated coverage for several Covid-19 services, under notice [2419-Lab](#).* These COVID-19 policy updates will include the following:

- Medicaid coverage for over-the-counter COVID-19 home test kits will be discontinued.
- Special reimbursement for COVID-19 laboratory specimen collection will end. Additionally, reimbursement will end for independent clinical laboratories collecting a COVID-19 specimen from a homebound member and the associated travel mileage.
- Special reimbursement for vaccine administration by Federally Qualified Health Centers, Rural Health Clinics, Tribal Health Centers and Tribal Federally Qualified Health Centers will end. COVID-19 vaccine administration will revert to the applicable clinic reimbursement policy.
- Medicaid will cover laboratory-performed COVID-19 testing when ordered by an allowable practitioner but must be medically necessary in accordance with Medicaid laboratory policy.
- The Public Readiness and Emergency Preparedness Act continues to allow the ordering of COVID-19 testing by a range of qualified medical professionals through

Dec. 31, 2024. In alignment, Medicaid will continue to allow enrolled pharmacists to be reported as the ordering provider for over-the-counter COVID-19 home test kits dispensed by a Medicaid-enrolled pharmacy, and on laboratory performed COVID-19 tests for dates of service through Dec. 31, 2024. COVID-19 testing services performed by a laboratory on and after Jan. 1, 2025, will be subject to the allowable ordering providers under Medicaid laboratory policy, unless the PREP Act is further amended.

For full details on MDHHS notice [2419-Lab](#)*, go to [michigan.gov](#). If you have any questions, contact your Blue Cross Complete provider account executive or call Blue Cross Complete Provider Inquiry at 1-888-312-5713.

Help your patients fight the flu

Flu season is different every year and it is impossible to know when it will start. Flu activity tends to increase in October, and continue until as late as May. We want to remind you that your patients ages 6 months and older should get a flu vaccine each year. Vaccinations are especially important for patients at high risk of serious flu-related complications.

This includes:

- Children younger than age 5, especially children younger than age 2
- Adults age 65 and older
- Pregnant women and women up to two weeks postpartum
- People of any age with certain chronic medical conditions
- Residents of nursing homes and other long-term care facilities

Blue Cross Complete covers seasonal flu vaccines with no copayment for all of our 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.

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*Our website is [mibluccrosscomplete.com](#). While website addresses for other organizations are provided for reference, Blue Cross Complete doesn't control these sites and isn't responsible for their content.