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mibluccrosscomplete.com

MCG message

To: All Blue Cross Complete providers
Date: Nov. 15, 2024
Subject: Restoration of Optum/Change Healthcare Connectivity

Blue Cross Complete has restored connectivity with Optum/Change Healthcare. The restoration of connectivity with Optum/Change Healthcare affords our providers options for claims submissions.

Electronic claims

Blue Cross Complete providers will have the option of submitting electronic claims via:

- **Optum/Change Healthcare** – Providers with a software vendor or who use another clearinghouse to submit claims to Optum/Change Healthcare must consult their vendor/clearinghouse to confirm the process for claim submission. Please note: The 275 Claim Attachment transaction is currently available via Optum/Change Healthcare.
- **Availity** - Providers or clearinghouses not currently using Availity to submit claims, must register at: availity.com/intelligent-gateway/. Please note: The 275 Claim Attachment transaction is currently available via Availity.

Manual/direct entry claims

Providers may submit manual/direct entry claims via:

- **Optum/Change Healthcare ConnectCenter™** - This option is currently only available for providers who had an established account prior to the security incident. Access to the portal and usernames will remain the same but a password reset, and multi-factor authentication are required.
- **PCH Global** – Providers not currently using PCH Global must enroll for claims submission at: pchhealth.global.

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

**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.*