

2024 Blue Dot Changes to the Blue Cross Complete *Provider Manual*

Recent changes in the *Provider Manual* are indicated by this blue dot: 

Change Description

- **The following update was made to the Blue Cross Complete *Provider Manual* (January 2024)**
 - **Section 2 - System of Managed Care - (p. 5):** All website links updated
 - **Section 8 - Member Benefits - (p. 47):** Added Vaccine for Children information
- **The following update was made to the Blue Cross Complete *Provider Manual* (February 2024)**
 - **Section 1 - Introduction - (p. 3):** Providers should call Availity at 1-800-282-4548 to reactivate their account.
 - **Section 13 - Claims - (p. 83-84):** Before filing electronically, providers should contact Availity at 1-800-282-4548.
- **The following update was made to the Blue Cross Complete *Provider Manual* (March 2024)**
 - **Section 2 - System of Managed Care - (p. 8):** eviCore was removed.
 - **Section 11 - System of Managed Care - (p. 71):** In January 2024, Eligibility for Children’s Special Health Services program was expanded to include qualified individuals up to age 26 for all covered services.
 - **Section 14 - Provider Appeals - (p. 100):** Revised to align with Section 10 appeals.
- **The following update was made to the Blue Cross Complete *Provider Manual* (May 2024)**
 - **Section 7 - Member Eligibility - (p. 42-43):** Added new Blue Cross Complete member ID cards.
 - **Section 8 - Member Benefits - (p. 53):** Updated language in regards to members grievance and appeal
- **The following update was made to the Blue Cross Complete *Provider Manual* (June 2024)**
 - **Section 8 - Member Benefits - (p. 50):** Added information on doula services
 - **Section 8 - Member Eligibility - (p. 51):** Moved Vaccines for Children Program information to section.
 - **Section 12 - Pharmacy Services - (p. 75):** Added details on how to submit prior authorization requests electronically through the following online portals: CoverMyMeds and SureScripts.
- **The following update was made to the Blue Cross Complete *Provider Manual* (August 2024)**
 - **Section 10- Managing Utilization - (p. 61):** Added website for Prior Authorization Lookup Tool
 - **Section 10- Managing Utilization - (p. 67):** Updated fax number for filing appeal.

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- **The following updates were made to the Blue Cross Complete *Provider Manual* (October 2024)**
 - **Section 1 - Introduction - (p. 2):** Added Blue Cross Complete's updated geographic area coverage map
 - **Section 2 - System of Managed Care - (p. 9):** Effective Oct. 1, 2024, Blue Cross Complete will provide coverage for non-emergency medical transportation for any Medicaid-covered services
 - **Section 5 - Standards and Ratings - (p. 33):** Updated Access Standards for Prenatal Care, effective Oct. 1, 2024.
 - **Section 8 - Member Benefits - (p. 51):** Added section on children enrolled in foster care.
 - **Section 8 - Member Benefits - (p. 53):** Added section on the CDC National Prevention Information.
 - **Section 8 - Member Benefits - (p. 54):** Added section on Behavioral Health and Substance Use Disorder.
 - **Section 8 - Member Benefits - (p. 54):** Blue Cross Complete covers substance use disorder consultations only during a medical stay and/or office visit with a Primary Care Physician.
 - **Section 8 - Member Benefits - (p. 55):** Updated section on doula services.
 - **Section 10 - Managing Utilization - (p. 64):** Providers may also check authorization requirements of specific codes at mibluecrosscomplete.com/providers/prior-authorization-resources//
 - **Section 11 - System of Managed Care - (p. 77):** Updated age limitations and requirements for children and adults enrolled in the Children's Special Health Services program.