



# Complete Update

## for Blues Medicaid providers



April 2021

### Use correct modifiers when billing ER services

Recently, Blue Cross Complete's Claims team has noticed missing UD and UA modifiers are causing denials of emergency claims billed with evaluation and management (E/M) codes.

The Michigan Department of Health and Human Services requires a UA or UD modifier on claims for emergency services provided to Medicaid beneficiaries by an attending physician. Including the proper modifier when billing E/M codes will ensure timely reimbursement.

Providers should refer to the most recent edition of the current procedural terminology\*\*\* (CPT) codebook for explanations, coding conventions, and definitions for E/M services.

### Learn the advantages of using NaviNet

Did you know your office can submit a claims inquiry and investigation using the Blue Cross Complete provider portal, NaviNet?

**Our next NaviNet training will be on June 10, 2021, from 10 a.m. to 12 p.m.**

To register for this training session, or if you have questions about enrollment on [Navinet.net](http://Navinet.net)\*\*, contact your Blue Cross Complete provider account executive or Blue Cross Complete's Provider Inquiry team at 1-888-312-5713.

### Blue Cross Complete covers face masks with prescription

Blue Cross Complete covers masks for our members with a prescription to Northwood, Inc. All Michiganders may obtain a free mask at most local Michigan Department of Health and Human Services offices and [Community Action](#)\* agencies.

As a reminder, a durable medical equipment prescription is required and the masks are not N-95 masks.

Northwood Inc. is Blue Cross Complete's preferred DME vendor. Contact Northwood Provider Inquiry at 1-800-393-6432 to identify a contracted supplier of PPE. If you have any questions, contact your Blue Cross Complete provider account executive or call Provider Inquiry at 1-888-312-5713.

### Enroll with ECHO for electronic remittance advice

Blue Cross Complete encourages providers to register for electronic funds transfer through ECHO payment systems. There are two enrollment options to register for electronic funds transfer:

#### Option 1

Enrollment with only **Blue Cross Complete of Michigan (no fees apply)**

[enrollments.echohealthinc.com/eftdirect/enroll](http://enrollments.echohealthinc.com/eftdirect/enroll)\*

#### Option 2

Enrollment to receive electronic funds transfer from **all payers** processing payments on the Settlement Advocated platform (**a fee for this service will apply**)

[enrollments.echohealthinc.com](http://enrollments.echohealthinc.com)\*

To follow up on enrollment status or get technical support, providers can contact ECHO customer service at EDI at [EchoHealthinc.com](http://EchoHealthinc.com) or 1-888-834-3511.

After ECHO enrollment is complete, providers can then register at [providerpayments.com](http://providerpayments.com)\* to search and review processed payments, view explanation of provider payments (EPP) statements and download 835 files. A user guide is available by clicking the Help icon.

Visit [mibluccrosscomplete.com](http://mibluccrosscomplete.com) for more information. If you have any questions, contact your Blue Cross Complete provider account executive.

\*Our website is [mibluccrosscomplete.com](http://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](http://Navinet.net) 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.

\*\*\*CPT codes, descriptions and two-digit numeric modifiers only are copyright 2021 American Medical Association. All rights reserved.