

## Blue Cross Complete announces updates to its health care coverage to area

The Michigan Department of Health and Human Services has awarded Blue Cross Complete the opportunity to provide health care coverage in three new regions across the state.

Blue Cross Complete will increase our service area from 32 to 58 counties. This expansion reflects our commitment to delivering quality health care services and making a positive impact within our communities.

Effective Oct. 1, 2024, the new regions will include:

- Region 2 (Northwest Michigan)
- Region 3 (Northeast Michigan)
- Region 5 (East Central Michigan)

Even more, it is with regret that we announce Blue Cross Complete's contract with the MDHHS was not renewed for Region 7, which includes Clinton, Eaton, and Ingham counties. However, we will not terminate provider agreements. Health care providers in Region 7 can continue to service Blue Cross Complete members to help ensure continuity of care during this period. We remain committed to supporting our members and providers through this change and will provide further updates as necessary.

We are dedicated to helping ensure our members have access to the comprehensive care they need. We look forward to servicing our new regions with the same excellence and dedication that our current members have come to expect. You can expect more updates over the next few months.

If you have questions, contact Blue Cross Complete Provider Inquiry at 1-888-312-5713 or email Janise Plata, Manager, Provider Network Management, at [jplata1@mibluccrosscomplete.com](mailto:jplata1@mibluccrosscomplete.com).

## Michigan Department of Health and Human Services to implement an Electronic Visit Verification system

The Michigan Department of Health and Human Services has partnered with HHAExchange to implement an Electronic Visit Verification system. EVV will be used to record certain in-home visits for personal care and home health care services and will:

- Bring MDHHS into compliance with federal regulations
- Help ensure beneficiaries are receiving services as planned and authorized
- Improve the accountability of caregiver services
- Help ensure the accuracy of payment for services provided

Starting Sept. 3, 2024, EVV will be available for MI Choice, MI Health Link, Behavioral Health (Personal Care Services), and Medicaid Managed Care Home Health Care Services, as stated in Bulletin [MMP 24-21](#)\*, released by the MDHHS in May 2024. The MDHHS will implement the new system using a staggered approach to allow for provider training and adoption of EVV processes.

Section 12006(a) of the 21st Century Cures Act requires states to gather EVV data for most Medicaid-funded personal care and home health care services that are furnished in the beneficiary's home.

To learn more about EVV, visit the HHAExchange Michigan Information Center website at [hhaexchange.com/info-hub/michigan](https://hhaexchange.com/info-hub/michigan).\*

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

## Blue Cross Complete approves temporary neuropsychological testing

Blue Cross Complete has temporarily approved neuropsychological testing for all cases, with the exception of autism, while awaiting clarification from the Michigan Department of Health and Human Services. This decision went into effect on July 8, 2024.

Currently, Blue Cross Complete authorizes only the initial evaluation of autism. Neuropsychological testing should not be included in this assessment.

This temporary measure aims to provide comprehensive support to our members to help ensure they receive timely and appropriate care during the interim period.

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

## Podiatrists now included as acceptable provider types for home health care services

Effective Aug. 1, 2024, Medicaid-enrolled podiatrists will be included as acceptable providers for ordering or referring and certifying physicians for HHCS. Under this change:

- Podiatrists may be listed as the ordering or referring provider on the 837 claim form.
- Podiatrists may also be listed as an attending physician for HHCS claims billed on the UB-04 claim format.

The Michigan Department of Health and Human Services released Bulletin [MMP 24-23](#)\* on July 1, 2024, which updates definitions and acceptable provider types for Home Health Care Services.

Podiatrists must perform only plan of treatments that are consistent with the functions they are authorized to perform under state law.

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](https://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.