

July/August 2023

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Blue Cross Complete announces new dental provider

Blue Cross Complete is committed to providing members with the resources they need to improve their health, including oral health. Starting June 1, 2023, we're working with DentaQuest, an oral health care company, to provide dental care services to members.

DentaQuest providers enrolled in Healthy Michigan plans will automatically be enrolled in Blue Cross Complete's HMP and adult Medicaid plans, which will serve Blue Cross Complete members. The current DentaQuest adult Medicaid fee schedule will apply.

To confirm the eligibility of members with Blue Cross Complete plans, use the web portal <https://govservices.dentaquest.com>.* New providers can register for the DentaQuest provider web portal at dentaquest.com/dentists/self-registration-page.*

For additional information, visit the [Blue Cross Complete Provider Manual](#). For detailed information on covered benefits, criteria and limitations, visit DentaQuest provider web portal at dentaquest.com.*

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

*Our website is mibluecrosscomplete.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.

The HEDIS Corner

Welcome to the HEDIS® Corner. Here you'll find monthly tips to improve your HEDIS score while providing top-notch care to members. We're here to make your job easier and help you achieve the best possible outcomes for your patients.

Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)

This HEDIS measure is for patients who are between the ages of 3 and 17. Below are the calendar year criteria needed for HEDIS compliance.

BMI percentile: Height, weight and BMI percentile

- **BMI must be a distinct percentile** (for example, 85th percentile) or plotted on a **"body mass index for age"** percentile growth chart.
- BMI value is **not** acceptable (for example, BMI 16.25 kg/m²).
- Ranges and thresholds **don't** meet criteria (for example, BMI falls between the 5th and 85th percentile).
- Member-reported values (weight, height, BMI) can be captured during a telephone visit, e-visit or virtual check-in.
- Billing Codes: **ICD10CM:** Z68.51, Z68.52, Z68.53, Z68.54

Nutrition Counseling: at least one of the following

- Discussion of current nutrition behaviors (e.g., eating habits, dieting behaviors).
- Checklist indicating nutrition was addressed.
- Member received educational materials on nutrition during a face-to-face visit.
- Anticipatory guidance for nutrition.

- Weight or obesity counseling.
- Referral to the Special Supplemental Nutrition Program for Women, Infants and Children (WIC).
- Documentation such as "well nourished" or "good appetite" does not indicate count for measure.
- Billing Codes
 - **CPT:** 97802, 97803, 97804
 - **HCPCS:** G0270, G0271, G0447, S9449, S9452, S9470
 - **ICD10CM:** Z71.3

Physical Activity Counseling: at least one of the following

- Checklist indicating physical activity was addressed.
- Member received educational materials on physical activity during a face-to-face visit.
- Anticipatory guidance for physical activity or weight/obesity counseling.
- Weight or obesity counseling.
- Discussion of current physical activity (e.g., sports activities, exercise routines).
- Exam for sport participation/sports physical.
- Notation of anticipatory guidance specific to safety (ex. water safety, wears helmet) or screen time (ex. Limit T.V.) without mention of physical activity does not count towards physical activity.
- Billing Codes
 - HCPCS: G0447, S9451
 - ICD10CM: Z02.5, Z71.82

HEDIS is a registered trademark of the [National Committee for Quality Assurance](#).

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Connecting patients to community resources

At Blue Cross Complete, we understand that various life factors can affect your patients' health. For instance, some of them may need help finding enough food to eat or a place to stay. Others might require assistance with heating and water bills. Still more may need transportation to your office for appointments. Despite these difficult challenges, we recognize the importance of helping to ensure patients can attend essential health screenings and receive the care they need.

To make it easier for you to assist your patients in meeting both their health and social needs, we've added a [Community Resource Hub](#) to our website. You'll find a variety of programs offering no-cost or reduced-cost services for such things as utilities, household items (clothing, home goods, medical supplies, toys), transportation, housing and food. To find resources:

- Visit mibluecrosscomplete.com.
 1. Click **Resources**.
 2. Click **Community Health Resources**.
 3. Enter your patient's ZIP code into the search box.
 4. Select the category that fits their needs.

Patients who don't have access to the internet can call our Rapid Response and Outreach Team at **1-888-288-1722** from 8 a.m. to 5:30 p.m., Monday through Friday. TTY users should call **1-888-987-5832**.

For more information, contact your Blue Cross Complete provider account executive or call Provider Inquiry at **1-888-312-5713**.



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Programs available to help decrease maternal smoking

Maternal smoking is not only harmful to women, but also to their babies before, during and after birth.

Research by the [Centers for Disease Control and Prevention](#)* has shown that smoking while pregnant can increase the risk of premature birth, sudden infant death syndrome and various birth defects.

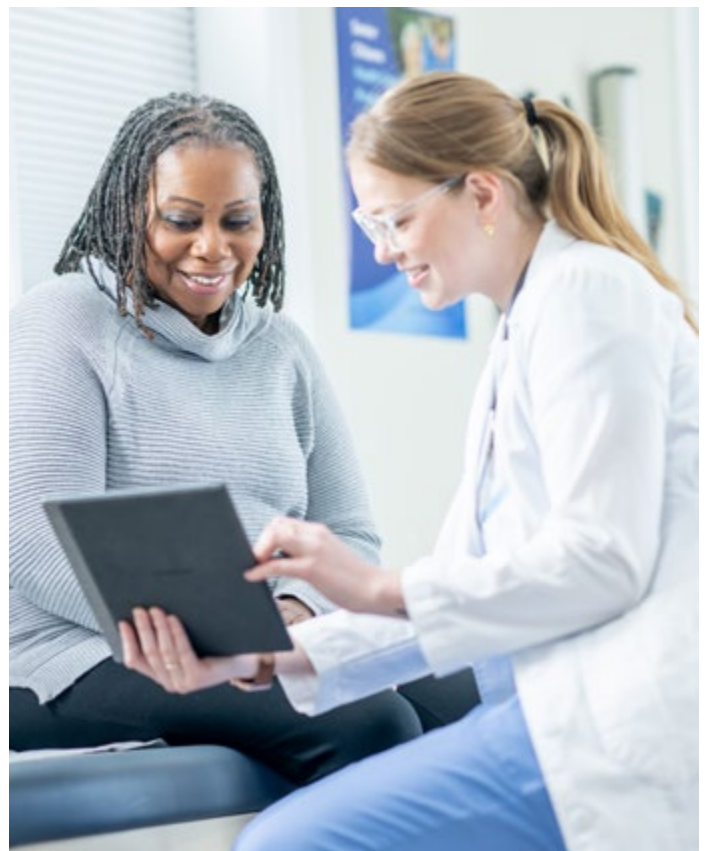
Exposure to [second-hand smoke](#)* can be harmful to mother and child. The risks of stillbirth and congenital malformation can increase due to second-hand smoke exposure during pregnancy. Moreover, babies exposed to second-hand smoke are more likely to die of sudden infant death syndrome than babies who aren't exposed.

According to the [March of Dimes](#),* when women smoke during pregnancy, harmful chemicals, such as nicotine, carbon monoxide and tar, pass through the placenta and umbilical cord to the baby. These chemicals can decrease the amount of oxygen a baby gets, which can slow growth before birth. Other [health problems](#)* related to maternal smoking include poor lung and brain function, wheezing, asthma, visual difficulties, increased ear infections and pneumonia. The more cigarettes smoked per day, the greater a baby's chances of developing these and other health problems. It's important to understand that there is no safe level of smoking while pregnant, and quitting is the best option for both the mother and baby's health.

Blue Cross Complete members considering quitting tobacco have multiple resources available for support. The Michigan Tobacco Quitline offers free information, tobacco treatment referral, an online program and text-messaging 24 hours a day, seven days a week at **1-800-QUIT-NOW (784-8669)**. All Quitline coaches have a minimum of a bachelor's degree and have extensive training in tobacco dependence treatment. Many coaches are also certified tobacco dependence treatment specialists. Visit the [Make a Referral](#)* page at michigan.quitlogix.org* to refer patients to the program.

The Blue Cross Complete tobacco quit program is no cost and phone based. It helps members create a plan to quit using tobacco and offers support and encouragement to help them stick to their plans. Members interested in smoking cessation can call 1-800-QUIT-NOW (784-8669), 24 hours a day, seven days a week.

Drug benefits include over-the-counter and prescription medicines. See the Pharmacy Services section of [Blue Cross Complete's Provider Manual](#) for additional coverage information. For more information, call Blue Cross Complete Provider Inquiry at **1-888-312-5713**.



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Maternal Infant Health program

The Maternal Infant Health Program is Michigan's largest home visitation program designed for pregnant women and newborns. Blue Cross Complete members who are pregnant can get their primary maternal-infant health services through Blue Cross Complete's Bright Start® program or through a certified MIHP provider.

These preventive health services are intended to supplement regular prenatal and infant care and help providers manage our members' health and well-being. MIHP services include:

- Psychosocial and nutritional assessment
- Professional services rendered by a multidisciplinary team that includes a social worker, nurse and nutritionist
- Transportation
- Childbirth (including midwife and nurse practitioner services, if billed as an obstetrics benefit)
- Parenting education
- Referral to community services
- Coordination with medical care providers

For information on MIHP services, providers can call Blue Cross Complete's Provider Inquiry department at **1-888-312-5713**. Refer interested members to Blue Cross Complete's Member Services at **1-888-288-1722**.

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Reminder: Monitor major depression treatment with your patients

Blue Cross Complete encourages providers who are treating patients for major depression with antidepressant medications to see those patients at 12 weeks and six months to monitor their treatment plans.

According to the National Committee for Quality Assurance, patients need to be monitored carefully during the first three to six months of treatment so the clinician can adjust the dosage or type of medication as necessary. Taking the correct medication as prescribed, and for the prescribed time, is important to the well-being of the patient.

If you haven't done so yet, please follow up with your patients to help ensure their treatment plans are successful.

If you have any questions, contact Blue Cross Complete Provider Inquiry at **1-888-312-5713**. Members can also receive assistance with case and complex case management services by calling **1-888-288-1722**.

Early and periodic screening, diagnostic and treatment visit reminder

As a reminder, federal regulations require state Medicaid programs to offer early and periodic screening, diagnostic and treatment services to eligible Medicaid beneficiaries younger than age 21.

These visits cover medically necessary screening and preventive support services for children. Visits should be performed in accordance with the guidelines of the American Academy of Pediatrics.

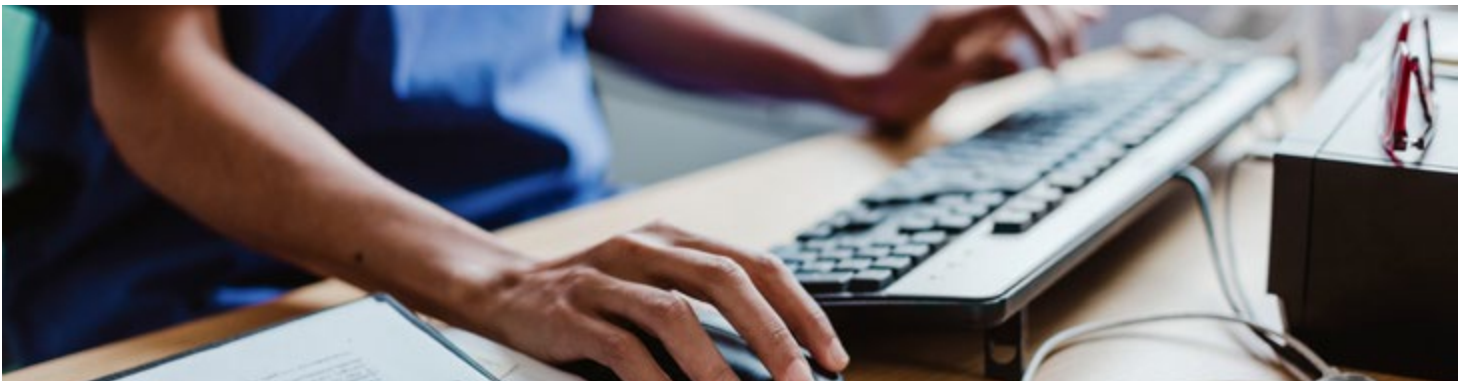
For more information, visit mchbb.hrsa.gov.

Diabetes screening for people with schizophrenia or schizoaffective disorder who are using antipsychotic medications

Individuals with schizophrenia or schizoaffective disorder are at an increased risk of developing diabetes due to a combination of factors, such as antipsychotic medications, obesity, poor diet, lack of exercise and other social determinants of health. Diabetes screening is especially important for anyone with schizophrenia or schizoaffective disorder who is being treated with antipsychotic medications. Although diabetes is treatable, individuals who have it are also at a greater risk for developing cardiovascular disease, even if their diabetes is being managed. By addressing physical health needs, we can improve overall health, quality of life and economic outcomes.

To protect your patients, be sure to:

- Encourage them to have an HbA1c and LDL-C performed at least annually.
- Review and discuss all lab results with them.
- Coordinate care with their treating behavioral health specialist.



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Help children and adolescents get caught up on recommended vaccines

After disruptions from COVID-19, it's important that families stay on track with routine vaccinations for infants and children. The [Michigan Care Improvement Registry](#) shows childhood immunization rates have slipped below 70% in over half of all Michigan counties.

As of March 2022, only 68.1% of Michigan children 19 to 35 months old were up to date on their vaccines. MDHHS is reminding families that vaccinating on time is the best protection against serious illnesses such as measles, hepatitis A and pertussis (whooping cough).

Vaccine hesitancy can be a complex topic. Health care providers have unique power and opportunities to increase the number of children who are up to date with vaccinations. Research indicates that doctors or other health care professionals remain by far parents' most trusted source of information.¹ According to survey data, about a third of parents who initially refuse a vaccine change their mind after educational efforts, but this takes time and resources.²

Providers in need of an effective communication tool to increase parental confidence in vaccines are encouraged to utilize the [I Vaccinate Provider Toolkit](#). The toolkit helps providers prepare for conversations, navigate and track difficult questions and improve their ability to ensure young patients are vaccinated on schedule or help them catch up on missed immunizations.

The toolkit recommends providers have conversations with parents about vaccines that include an emotional element to address hesitancy. Research conducted by [ivaccinate.org](#) has also shown that emotional narratives appeal to parents' emotions and have a greater affect on vaccine risk. In fact, stories are 22 times more memorable than statistics.

The toolkit highlights three steps of the participatory approach using customized, evidence-based tools for use in vaccination discussions with parents who have questions or may be hesitant about vaccines.

The first step includes recommended techniques for conversations with vaccine-hesitant parents. The second step is to download easy-to-understand handouts for your office and patients. The third step is to facilitate a conversation with a parent and provide

them with a custom takeaway tailored to meet their needs: the "Get PAST Hesitancy" framework.

For everyone's safest return to school and other activities, it's imperative to ensure that everyone is up to date on all recommended vaccines. Below are strongly recommended strategies from the MDHHS Division of Immunization:

- Notify parents about and schedule annual physical exams, required MHSAA sports participation visits and other medical visits for school-aged patients.
- Focus efforts to send recall letters using the Michigan Care Improvement Registry and messages to patients who are behind on vaccines (instructions are [here*](#)). Some recommended age groups are:
 - ✓ Children (4 to 6 years old)
 - ✓ Adolescents (11 to 13 years old)
 - ✓ Older adolescents (14 to 18 years old)
- Identify and contact patients who are due or coming due for a vaccination by using [MCIR QI reports](#).^{*} Guidance on how to generate this report is available at [michigan.gov](#).^{*}
- Offer convenient appointments, including nurse-only and vaccine-only visits for working parents and adolescents, such as evenings and weekends.
- Create and use [standing orders](#)^{*} for nurse-only and vaccine-only appointments.
- Consider collaborations for school immunization clinics that offer vaccines to students, staff and the community (in-person or mobile units).

Michigan vaccinating providers can help get everyone on track with all immunizations and protected from vaccine-preventable diseases. Vaccination and screening schedules for children and adults are available at [mibluecrosscomplete.com](#). Providers can also access the [I Vaccinate Provider Toolkit](#) by visiting [provider.ivaccinate.org](#). Click on the "Request Access" button and submit your name, email, organization and title. You have an important role and are appreciated; Blue Cross Complete continues to need your help with these efforts.

¹ U.S. Centers for Disease Control and Prevention National Poll of Parents, 2016.

² American Academy of Pediatrics Periodic Surveys of Fellows, 2006 and 2013.

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MDHHS ends COVID-19 options for the use of nursing facility beds

On May 10, 2023, the Michigan Department of Health and Human Services released Bulletin [MMP 23-34](#),* notifying nursing facilities to end the use of COVID-19 response options for nursing facility beds outlined in [MSA 20-16](#).*

MSA 20-16 permitted nursing facilities to use Medicare-certified beds for Medicaid members without first submitting a bed certification request. The policy was terminated due to the end of the Covid-19 public health emergency on May 11, 2023.

The current bulletin provides details on how to safely transition residents using nursing facility beds affected by the policy MSA 20-16, which also provided flexibility in the use of nursing facility beds and the use of nonavailable bed plans for the quarantining and treatment of residents for reasons related to COVID-19.

For full details about nursing facilities' guidelines on beds and NABP, visit 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.



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Lead screening and testing reminders

Lead is a poison that affects virtually every system in the body and is especially harmful to young children. The Flint water crisis brought attention to the importance of protecting children from lead exposure through screening and prevention. The Centers for Disease Control and Prevention indicates there is no safe documented blood lead level in children. Even low levels, with no plan to end exposure, have been shown to affect IQ, attention span and academic achievement.

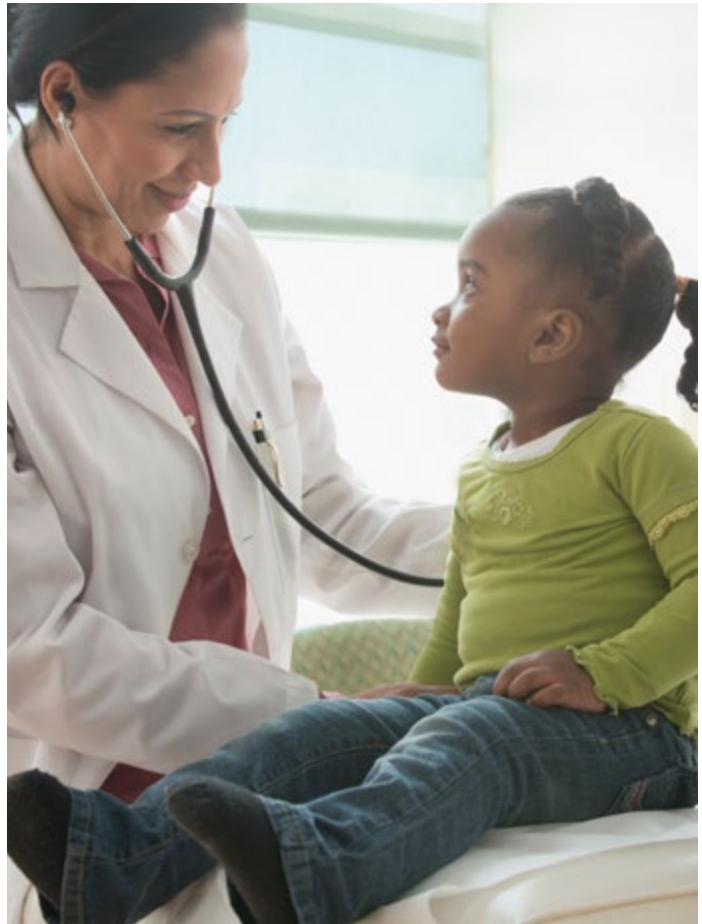
Michigan Medicaid requires all children be tested at 12 and 24 months of age. Children from 36 to 72 months of age must be tested at least once. For more information on requirements and resources, visit michigan.gov/mileadsafe.*

The CDC recently updated recommendations on children's blood lead levels and **uses a reference level of 3.5 micrograms per deciliter** to identify children with higher-than-average blood lead levels. The CDC's level is based on the population of children ages 1 to 5 who are in the highest 2.5% tested.

As of May 1, 2022, Michigan Medicaid policy aligns with CDC updates (MDHHS Bulletin 22-11).* [A blood lead level of 3.5 micrograms per deciliter or higher is now considered elevated.](#) This is a change from the previous state standard of 4.5 micrograms per deciliter. The new blood lead reference value is based on the 97.5th percentile of the blood lead distribution in U.S. children ages 1 to 5 from the National Health and Nutrition Examination Survey.

The CDC has also shifted its focus to protecting children from lead exposure by reducing and eliminating dangerous environmental sources. Recommendations for medical treatment haven't changed. Experts suggest chelation therapy when a child has blood level equal to or greater than 3.5 micrograms per deciliter. The MDHHS recommends using these tips for blood lead testing:

- Screening — Ask exposure-related questions only when a child isn't enrolled in Medicaid and doesn't live in a target community.
- Testing — Requires a capillary or venous sample from the patient to test for lead exposure.
 - Venous blood specimens aren't required for initial testing; capillary specimens are acceptable.



- If the capillary result is equal to or below 3.5 µg/dL — the CDC's level of concern — further testing isn't necessary until the next recommended time.
- If the capillary result is equal to or greater than 3.5 µg/dL, confirm results with a venous sample. The venous sample doesn't need to be taken in the primary care provider's office.
- If the capillary or venous specimen is collected in the provider's office and packaged for mailing, you don't need Clinical Laboratory Improvement Amendments certification.
- Blood specimens may be sent through the U.S. Postal Service.

Lead screening is also a HEDIS requirement. The Lead Screening in Children measure assesses the percentage of children 2 years of age who received one or more capillary or venous blood tests for lead poisoning on or before their second birthday.

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Perinatal infection screening key to prevention and healthy outcomes

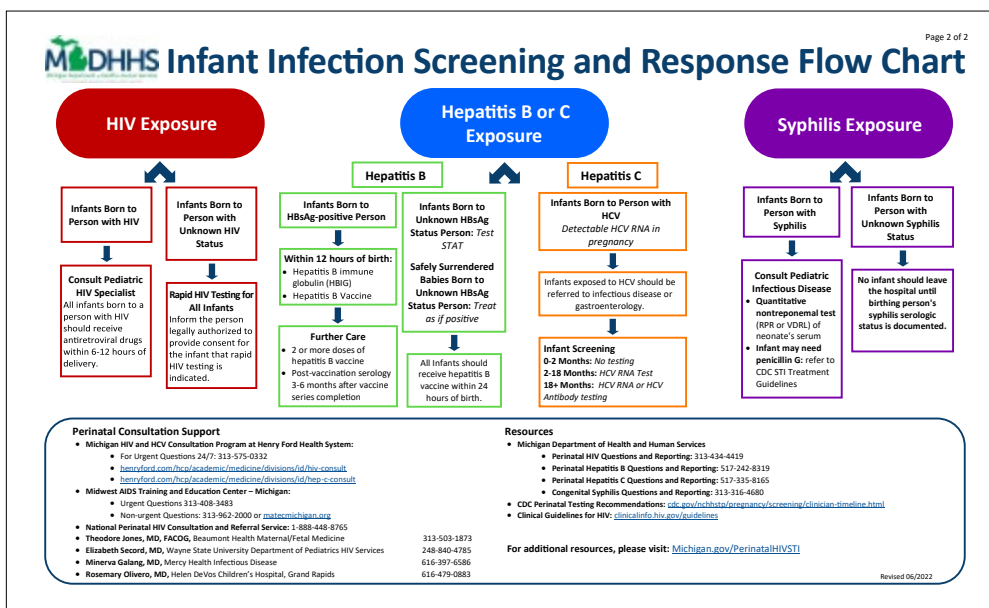
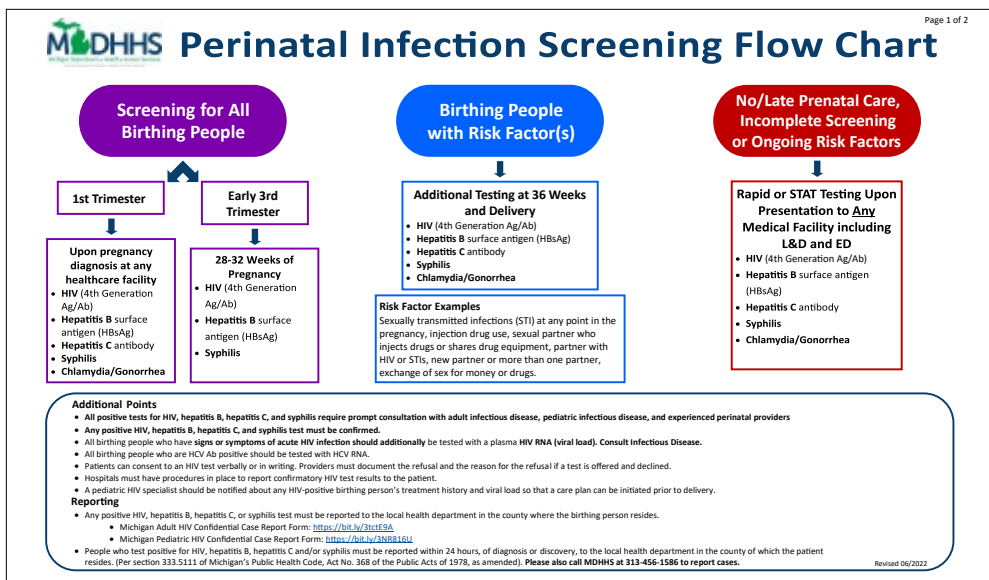
Perinatal infection screening is necessary to ensure the health and well-being of pregnant women and their developing babies. The Michigan Department of Health and Human Services* recommends screening all pregnant women for HIV, hepatitis B, hepatitis C and syphilis during pregnancy. For those at a higher risk of infection, providers should also perform testing for chlamydia and gonorrhea.

The MDHHS recommends that providers screen for perinatal infection as early as possible to ensure that the infant receives the best possible treatment. Physicians and other health care professionals providing medical treatment to pregnant women are required at the time of the initial prenatal screening and examination to test for HIV, hepatitis B and syphilis unless the woman refuses to be tested or the

provider deems the tests are medically inadvisable. These guidelines are for health care professionals working in prenatal care, labor and delivery, and emergency services.

It's ultimately up to the individual to decide whether to undergo testing. However, it's important to remind your patients that early detection and treatment can significantly decrease the likelihood of a mother transmitting an infection to her baby during and after childbirth.

The MDHHS Perinatal Infection Screening Flow Chart and the Infant Infection Screening and Response Flowchart below provides guidance on testing, treatment and support.



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MDHHS extends coverage for outpatient observation care services

The Michigan Department of Health and Human Services has extended coverage for medically necessary hospital outpatient observation care services beyond 24 hours, starting June 1, 2023. The MDHHS released Bulletin [MMP 23-18*](#) on May 1, 2023, which outlines updates for hospital outpatient observation care services..

Hospital observation care services comprise a set of specific clinically appropriate hospital outpatient services. These services include short-term treatment, assessment and reassessment necessary to determine whether a member will require inpatient treatment or can be discharged.

Medical records must include documentation that:

- A Medicaid-enrolled provider issued the order for observation care services.
- The rendering provider completed the progress and discharge notes.
- The billing provider was present and performed the services.
- Lists the length of time of the observation service

The MDHHS policy also details reporting requirements and special consideration guidelines. Refer to the [MDHHS Medicaid Provider Manual*](#) for additional information on outpatient hospital observation care services.

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Back to school season offers great time to educate families on health care options

Back to school season has begun. Now is a great time to let parents and caregivers know that their families may be eligible for free or low-cost health insurance through Blue Cross Complete's Medicaid plans.

As you remind patients to schedule well-child visits and stay up to date on immunizations, many families can also benefit from learning about their health care options.

Blue Cross Complete offers several Medicaid programs, including Michigan Medicaid, Healthy Michigan Plan, Children's Special Health Care Services, and MICHild. Blue Cross Complete helps Medicaid members get the health care they need in 32 Michigan counties across the Lower Peninsula.

For those interested in exploring their health care options, [MI Bridges](#)* offers a platform to apply for benefits, check eligibility status, manage accounts and explore resources. Your patients who are eligible for Medicaid or Healthy Michigan Plan health care coverage can call Michigan ENROLLS at **1-888-367-6557** (TTY: **1-888-263-5897**) to select a health plan.

With Blue Cross Complete, members get more than excellent medical benefits. Members get the care and personal service that our Blue Cross members have come to expect. In addition to Michigan's Medicaid benefits, the Blue Cross Complete card provides:

- Access to many of Michigan's top doctors, specialists and facilities
- Programs to help prevent and manage illnesses, such as asthma and diabetes
- Transportation services for rides to medical appointments or to pick up prescriptions and durable medical equipment
- Exclusive discounts on healthy products and services through our Blue365® discount program
- Newsletters and reminders about benefits updates, important health screenings and tips on how to improve their health

View our [Overview Brochure](#) to learn more about the programs and services available in your community.



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Help us keep the Blue Cross Complete provider directory up to date

Accurate provider directory information is critical to ensuring members can easily access their health care services. Confirm the accuracy of your information in our online provider directory so our members have the most up-to-date resources. Some of the key items in the directory are:

- Provider name
- Phone number
- Office hours
- Hospital affiliations
- Address
- Fax number
- Open status
- Multiple locations

To view your provider information, visit mibluecrosscomplete.com, then click the Find a doctor tab and search your provider name. If any changes are necessary, you must submit them in writing using *Blue Cross Complete's Provider Change Form* also at mibluecrosscomplete.com. Go to the *Providers tab*, click *Forms* and then click *Provider Change Form*.

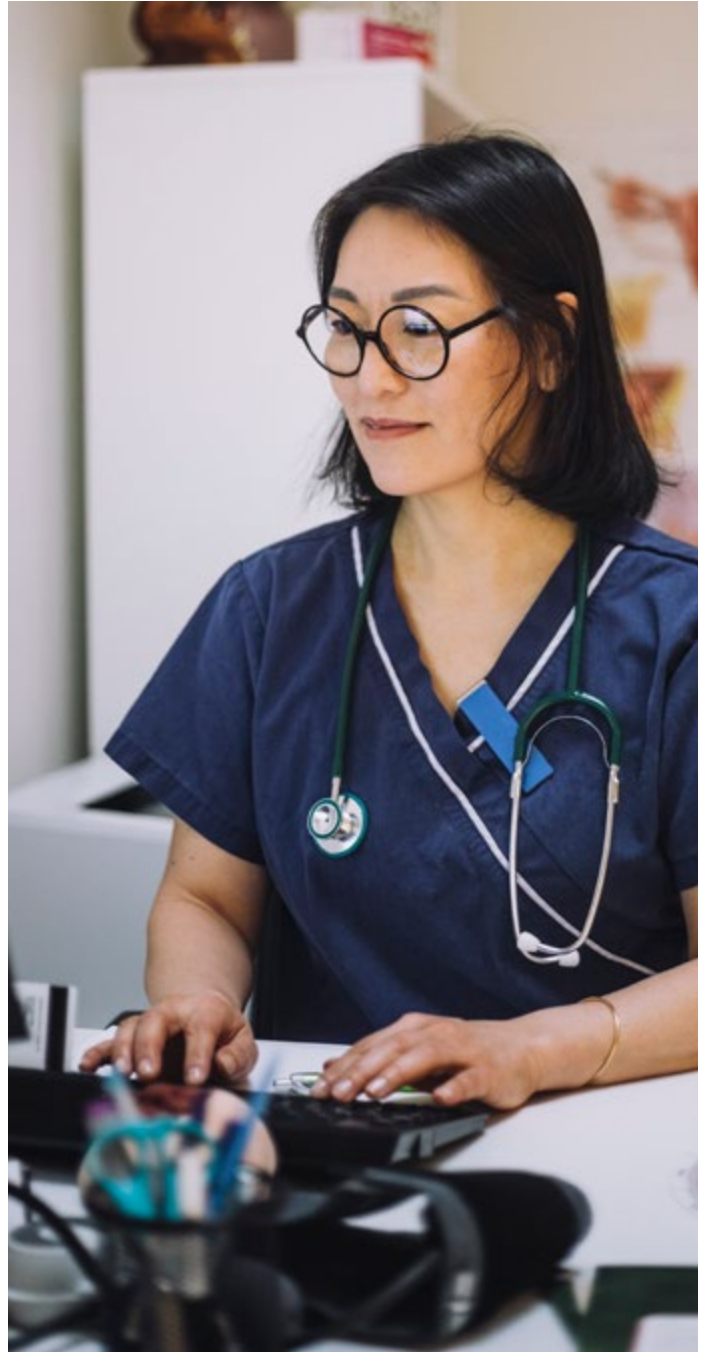
Send completed forms by:

Email: bccproviderdata@mibluecrosscomplete.com

Fax: 1-855-306-9762

Mail: Blue Cross Complete of Michigan
Provider Network Operations
Suite 1300
4000 Town Center
Southfield, MI 48075

You must also make these changes with [NaviNet](https://navinet.net).^{*} Call NaviNet at 1-888-482-8057 or email support@navinet.net. If you have any questions, contact your Blue Cross Complete provider account executive.



Reporting suspected fraud to Blue Cross Complete

Health care fraud affects everyone. It significantly affects the Medicaid program by squandering valuable public funds needed to help vulnerable children and adults access health care.

If you or any entity with which you contract to provide health care services suspect another Blue Cross Complete provider, employee or member is committing fraud, notify Blue Cross Complete's Special Investigations Unit:

Phone: **1-855-232-7640** (TTY 711)

Fax: **1-215-937-5303**

Email: fraudtip@mibluccrosscomplete.com

Mail: Blue Cross Complete
Special Investigations Unit
P.O. Box 018
Essington, PA 19029

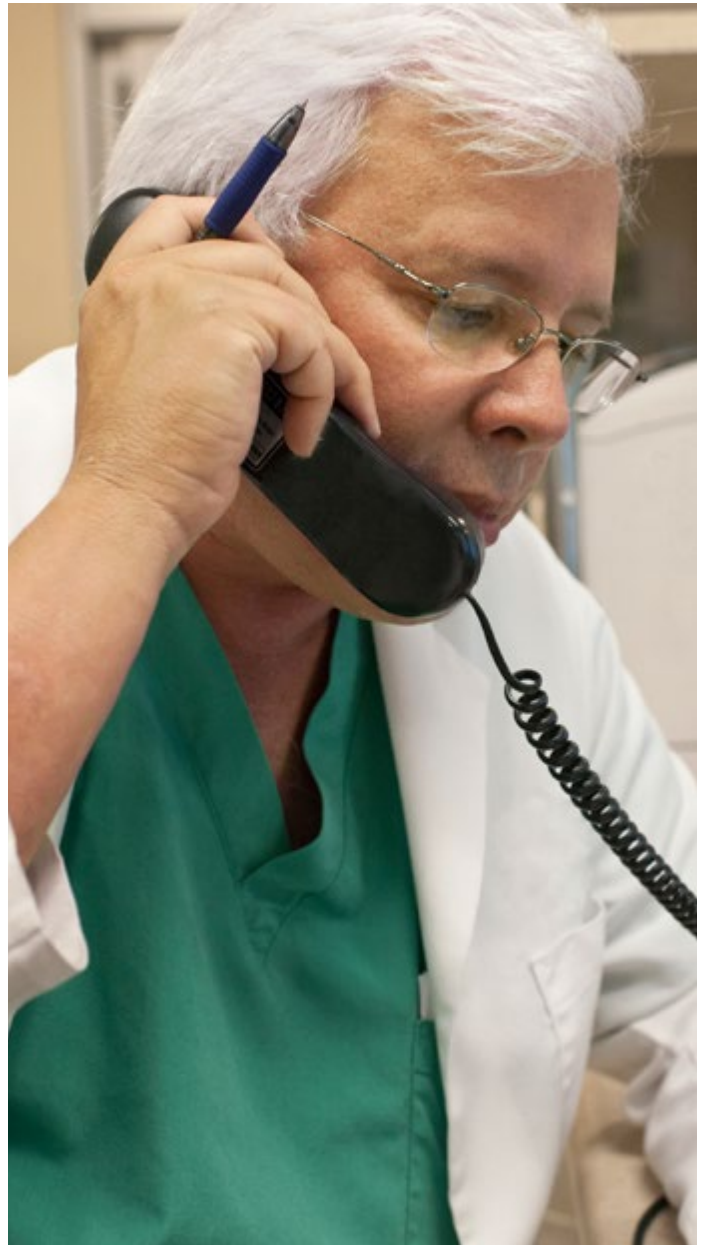
Blue Cross Complete's Special Investigations Unit supports local and state authorities in investigating and prosecuting fraud. You can also report suspected fraud related to Blue Cross Complete to the Michigan Department of Health and Human Services Office of Inspector General in one of the following ways:

Website: michigan.gov/fraud*

Phone: **1-855-643-7283**

Mail: Office of Inspector General
P.O. Box 30062
Lansing, MI 48909

Reports can be made anonymously.



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