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MCG message

To: All Blue Cross Complete providers

Date: Jan. 17, 2024

Subject: **Blue Cross Complete contracts with OptumInsight Inc. for payment integrity services**

Starting April 1, 2024, Blue Cross Complete will contract with OptumInsight, Inc. to ensure claims are paid accurately. Optum will perform periodic review of claims and related documentation to validate coding practices, payment accuracy, regulatory compliance, and adherence to Blue Cross Complete's payment policies, utilization standards, and provider contract requirements.

It's important to keep in mind that if there are any irregularities, coding errors, or billing issues, claims may be denied. In such cases, a request to validate billed services may be made, which may require providing medical records to Optum. If the medical records received support the claims, the claims will be automatically processed for payment without requiring resubmission by the provider.

Please note that Optum will be authorized to request, receive, document, and discuss protected health information of Blue Cross Complete's members in connection with conducting the activities described in this notice. If you have any questions, you can contact your Blue Cross Complete provider account executive or Provider Inquiry at **1-888-312-5713**.