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### **MCG message**

**To:** All Blue Cross Complete providers

**Date:** Jan. 22, 2023

**Subject:** **Blue Cross Complete Will No Longer Process Healthy Risk Assessments**

Effective immediately, providers should discontinue sending Healthy Michigan Plan Health Risk Assessments to Blue Cross Complete. The Michigan Department of Health and Human Services retired the HMP HRAs on Dec. 31, 2023. Blue Cross Complete will no longer process HRAs.

This change is a part of the MDHHS's effort to promote consistent member incentive programs that encourage participation in health-promoting behaviors across Medicaid. The process for retiring the HRA include the following changes as of Dec. 31, 2023:

- Blue Cross Complete will no longer process HRAs or send out HRAs to new HMP members.
- Blue Cross Complete will no longer perform outreach to members about annual HMP HRA completion.
- The MDHHS fax line will be turned off and providers will get a return message that the HMP HRA program has ended.
- Blue Cross Complete will no longer offer a provider incentive for the HMP HRA and the review of claims for preventive services has ended.
- As HMP HRAs stop being completed, CareConnect360, CHAMPS and all related files will gradually stop being updated.
- CHAMPS HRA systems and CC360 fields will be turned off at a future date. There is an Adult Medicaid HRA available in the MyHealthButton/MyHealthPortal which will be made available to HMP members.

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