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MCG message

To: All Blue Cross Complete providers

Date: August 26, 2024

Subject: Non-emergency medical transportation services available to members

Effective Oct. 1, 2024, Blue Cross Complete will provide coverage for non-emergency medical transportation for any Medicaid-covered services including, but not limited to, trips to specialty behavioral health services, including substance use disorder treatment, dental appointments for children enrolled in Healthy Kids Dental, and severe mental health treatment.

The Michigan Department of Health and Human Services released [Letter 24-36](#) on July 11, 2024 establishing the new policy for Medicaid Health Plans. This update is designed to simplify NEMT for members.

Blue Cross Complete members should call 1-888-803-4947 to arrange transportation, and TTY users should call 711.

Provider should refer to the Non-Emergency Medical Transportation chapter of the [MDHHS Medicaid Provider Manual](#) for additional information. For full details on [Letter 24-36](#), go to michigan.gov.

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. 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.*