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### MCG message

**To:** All Blue Cross Complete providers

**Date:** May 13, 2024

**Subject:** Remittance Advice Payment Recovery Details Now Available

Due to the Change Healthcare/Optum security incident, remittance advices generated after Feb. 21, 2024, have not included certain claim recovery information. Blue Cross Complete is pleased to inform you that a solution has been developed in collaboration with Change Healthcare/Optum to provide the detailed payment recovery information missing from the provider remittance advice. This solution will provide payment recovery details on the remittance advice or 835 you receive with your payments for claims processed on and after May 6, 2024.

For claims processed Feb. 21, 2024 through May 5, 2024, Blue Cross Complete has generated a comprehensive claims recovery report available in the NaviNet provider portal. The claims recovery report provides payment recovery details by your member account number, claim number, provider tax ID, payee/group ID, and NPI.

To access the claims recovery report:

- Log in to the NaviNet provider portal.
- Select applicable health plan.
- Go to **Report Inquiry**, under **Workflows for this Plan**.
- Click on **Administrative Reports>Claim Recovery Report**.

If you do not have access to the NaviNet provider portal, please visit: [register.navinet.net/](https://register.navinet.net/)\* to sign up.

If you have questions, please contact your Blue Cross Complete provider account executive or Provider Inquiry at **1-888-312-5713**. We appreciate your partnership and patience as we work to re-establish services and will continue to share additional information as it becomes available.

*\*Our website is [mibluecrosscomplete.com](http://mibluecrosscomplete.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.*