



Suite 1300
4000 Town Center
Southfield, MI 48075

mibluccrosscomplete.com

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MCG message

To: All Blue Cross Complete providers
Date: Oct. 8, 2024
Subject: Blue Cross Complete resolves system issue causing some ZN4 claim denials

We are pleased to announce that the systemic issue affecting ZN4 claim processing has been resolved.

As a reminder, claims for referring physicians must be submitted with a valid provider type and unique NPI. The referring provider must be an M.D., D.O., physician assistant, nurse practitioner or certified nurse-midwife. **The rendering and referring provider cannot have the same NPI.** In the event where the referring and rendering provider are the same, box 17 on the CMS 1500 form (referring provider) is not a required field and may be left blank. In the absence of a referral/order, the referring provider field may be left blank.

For more details on claims submission and processing, refer to the Section 2.3 of the [Medicaid Provider Manual](#)* and Section 13 of the [Blue Cross Complete Provider Manual](#) at mibluccrosscomplete.com.

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.*