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Meridian Medicaid Issue II

NEWSLETTER | 2025



mimeridian.com



Transportation Services: Non-Emergency

Your Medicaid benefit provides options for rides through SafeRide Health.

We provide these rides to members *free of charge* for:



Doctor visits.



Lab visits.



Non-emergency hospital services.



Prescription drug pick-up.



Dental services.



Dialysis (kidney treatment).



Chemotherapy (cancer treatment).



Substance use disorder (SUD) services.



Speech or *occupational* therapy (to overcome emotional, mental, or physical challenges).

In some cases, we may give you bus tokens. If you have your own car (or someone else drives you), you can get *reimbursed* (paid back) for your mileage costs. If you need to travel a long way for a medical visit, there may also be more ride help available to you.

Call Meridian Transportation Services at **1-800-821-9369** (TTY: **711**) to set up a ride or ask for money back on mileage for your non-emergency medical visits. We're here for you 24/7, 365 days a year, including holidays. Please call at least 72 hours before your trip. Rides can be scheduled up to six weeks in advance.



Behavioral Health Prior Authorization Updates

Effective September 1, 2025, Meridian will require a Prior Authorization (PA) to see out-of-network Behavioral Health providers. This change will help make sure that you get the highest quality of care. Visit mimeridian.com/members/medicaid/resources/newsletters.html to view the Out-of-Network Behavior Health Bulletin or call Member Services for more information about this change.



Dental

You may be more likely to get gum disease and cavities during pregnancy. This can also affect your baby's health. That's why Meridian offers dental benefits to *all* members.

Besides brushing and flossing twice a day, all birth parents should have *at least one* dental visit during their pregnancy. Going to the dentist during pregnancy is safe for you and your baby.



Need help finding a dentist in your area?

Call Delta Dental at **1-866-696-7441** (TTY: **711**).



Health Coaching Programs

Did you know that, as a Meridian Medicaid member, you can get help from an online health coach? The virtual coaching program, Healthy Choices, is making it even easier to have a health coach in your corner! Now there's support at the touch of a button to help you manage the following life conditions. Note: Some programs do have age range limits, included below:

Chronic Condition Coaching Programs:

- Asthma; adult and pediatric/child.
- *Chronic obstructive pulmonary disease (COPD)*; 35 years of age and older.
- Type 1 and type 2 diabetes; adult and pediatric/child.
- Heart failure; 30 years of age and older.
- Coronary artery disease (CAD); 30 years of age and older.
- High blood pressure; 18 years of age and older.
- High cholesterol; 18 years of age and older.



A member *must be diagnosed* with the specific condition to be enrolled in the Chronic Health Coaching Program (i.e., diagnosed with COPD to enroll in the COPD coaching program).

Lifestyle Coaching Programs:

- Pediatric (child) obesity; 2 to 17 years of age.
- Weight management; 18 years of age and older.
- Adult tobacco *cessation* (quitting smoking or chewing tobacco); 18 years of age and older.
- Minor tobacco cessation; 12 to 17 years of age.
- Puff Free Pregnancy exercise; 18 years of age and older.
- Nutrition (healthy eating); 2 years of age and older.
- Stress; 18 years of age and older.



The member must have interest in improving their health to enroll in a Lifestyle Coaching Program (i.e., looking to quit smoking or exercise more).



Meridian Quality Improvement Program

The Meridian Quality Improvement Program (QIP) aims to improve the services and safety of the care you get.

This Meridian program focuses on these things and more to:



Improve health for our members.



Make sure that members get the right care in the right setting.



Improve member well-being.



Support pregnant members and their babies.



Address racial and ethnic gaps in healthcare.



Help members manage their chronic conditions.



Partner and work with members' communities.



Meet members' cultural and language needs.



Take the Meridian Health and Social Needs Survey Today!

Best done on your cell, computer, or tablet, we'll ask you a few quick questions about food, utilities (gas/electric/water), housing, transportation (rides), and employment (job status). It only takes a few minutes and your answers will help us better understand your needs.

Find our survey at: mimeridian.com/members/medicaid/resources/handbooks-forms/health-and-social-needs-screening.



Can't access the survey online?

Call Meridian Member Services at **1-888-437-0606** (TTY: **711**). Ask for a representative who can help you take the survey by phone.

Skilled community health workers from Meridian can help you with:

- ✓ Food shopping and cooking meals.
- ✓ Housing and living conditions.
- ✓ Health and healthcare.
- ✓ Education (to learn something new).
- ✓ Transportation (rides).
- ✓ Financial support (help with bills or managing money).
- ✓ Safety companions (someone to help with household tasks or errands).
- ✓ Community activities (like book clubs, hobbies, or sports in your area).
- ✓ Behavioral health (help with anxiety, depression, or stress).



Meridian complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). Meridian does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

Meridian:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Meridian Member Services.

If you believe that Meridian has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with our 1557 Coordinator. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our 1557 Coordinator is available to help you.

Mail: 1557 Coordinator
P.O. Box 31384
Tampa, FL 33631

Telephone: **1-855-577-8234** (TTY users should call **711**)

Fax: **1-866-388-1769**

Email: **SM_Section1557Coord@centene.com**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

This notice is available at Meridian website:

<https://www.mimeridian.com/members/medicaid/resources/faqs.html>

