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State Approved 04022026  
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# Medicaid Member Newsletter Issue I

2026



[mimeridian.com](http://mimeridian.com)



## Stay Safe from Fraud

Your health and peace of mind matter to us, and keeping your information safe is a big part of that. Fraud can happen when someone uses your personal or insurance information without your knowledge — but together, we can stop it.

### Here are a few simple ways to stay safe:



**Keep your member ID private. Don't share it with anyone you don't trust.**



**Review your statements. If you see a service you didn't receive, let us know.**



**Be wary of unsolicited calls. If something doesn't feel right, it likely isn't.**



Call **1-866-364-1350** (TTY: **711**) or email **Special\_Investigations\_Unit@centene.com** to report suspected fraud.

**If you have a concern or notice something that doesn't seem correct, we're here for you.**



## Help Us Help You

Meridian is here to protect your privacy. When we ask questions about race, ethnicity, ability, or social factors like housing, food, or transportation, it helps us better understand your needs and connect you to the right services and resources.

This information helps us to improve care and address health gaps across our communities. Your information is never sold or shared with outside parties for financial gain. It is used only to support your care and improve health outcomes for our members.



## Telehealth Visits

Meridian covers telehealth visits through Ortele Health so that you can get care from the comfort of your home — sometimes even the same day.

**Scan the QR code or call 1-248-973-3660 (TTY: 711) to get started.**





## Childhood Lead Screening

Lead poisoning may not have any signs, and it can lead to serious health concerns. Lead in a baby's blood can cause delays in how they grow, speak, or hear and impact how they behave. **To help keep your child healthy, schedule a blood lead test at age 1 and again at age 2.**



## Member Mobile App

Our app is a convenient and secure way to help you take control of your health, view your benefits, access your Meridian member ID card, and much more.

### To get started:



**1. Scan one of the QR codes below, or search for "Health Insurance Portal" in the App Store or Google Play.**



**2. Download the app and open it.**



**3. Choose "Michigan" from the "state" drop-down menu.**



**4. Use your member portal login to create an account.**



App Store

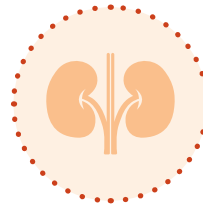


Google Play



## Are You at Risk for Kidney Disease?

**You may have a higher risk for kidney disease if you have:**



**Diabetes.**



**High blood pressure.**



**A family history of kidney disease.**

Simple urine and blood tests can find problems early, even before you feel sick. Some people with kidney disease may not have symptoms.



Talk with your doctor about your risk and ask for these tests every year. Visit **kidney.org** to learn more.



## Healthy Gums, Healthy Smile

Routine dental care helps protect your overall health and prevent future problems. Nearly half of U.S. adults have some form of gum disease, which damages the gums and bone that support the teeth. Plaque buildup can cause *gingivitis*, a mild and reversible form of gum disease. If untreated, gingivitis can progress to *periodontitis*, a more serious issue that can lead to tooth loss. Brushing, flossing, and regular dental visits are the best ways to prevent gum disease.



**Need an in-network dentist?**

Visit **deltadental.com/member/find-a-dentist** or call **1-855-898-1478** (TTY: 711).



## Meridian and Your Prescription Needs

Meridian's providers, pharmacists, and healthcare experts work to create a safe drug list called a *formulary*.

The Meridian formulary gives generic drugs instead of brand-name drugs when they can to reduce costs for the member. While Meridian covers many drugs without restrictions, some drugs do have limits.

### Here are some types of limits you will see on the formulary:

- **Prior Authorization (PA):** Your provider tells the pharmacy why you need the drug, then the request must be approved by our pharmacy team before it can be filled.
- **Step Therapy (ST):** A first-line drug must be tried before you can get a different drug for the same reason.
- **Quantity Limits (QL):** A limit on how much of a drug you can safely take each month.

### Meridian does not cover drugs that aren't licensed in the U.S. or drugs for:

- Cosmetic uses.
- Sexual dysfunction.
- Experimental uses.



You can see the Meridian formulary by visiting **mimeridian.com**. Click "Benefits and Services," then "Pharmacy," or you can call Member Services at **1-888-437-0606** (TTY: **711**) for a printed copy.



Call the pharmacy help desk at **1-866-984-6462** (TTY: **711**) if you have questions about drug coverage.

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>

