

Welcome to the Provider Update for July 2020. Have you been enjoying these monthly updates? Visit the Bulletins page to fill out our sign-up form to receive the monthly update directly to your inbox!



COVID-19

Coronavirus Disease 2019 (COVID-19)

Many details about COVID-19 are still unknown, such as treatment options, how the virus works, and the total impact of the illness. We rely on our provider partners to help improve the health of our members, and we want you to be aware of the tools available to help you identify the virus and care for your patients during this time of heightened concern.

Go to corp.mhplan.com/en/covid-19 for education on COVID-19 or see our Bulletins page for more information.

Telehealth Guidance During Coronavirus Disease 2019 (COVID-19)

To ensure that all Meridian members have access to care, we increased the scope and scale of telehealth services for all products for the duration of the COVID-19 emergency. These coverage expansions not only benefit members who have contracted or been exposed to the novel coronavirus, but also those members who need to seek care unrelated to COVID-19 who wish to avoid clinical settings and other public spaces.

Go to corp.mhplan.com/en/covid-19 for education on COVID-19 or see our Bulletins page for more information.



QUALITY

Pediatric Asthma Program

We strive to improve preventive care for children and adolescents with asthma by partnering and increasing collaboration with providers. Meridian provides education and coordination for our members with asthma.

Meridian has implemented an asthma program for pediatric members to help the identified asthma population manage

FOR MORE INFORMATION ON THESE UPDATES:

Visit the Bulletins page on mhplan.com via the steps below:

- Select your state in the top right corner
- Choose a plan at the bottom of the page then click "Providers"
- Under the "News" tab, click "Bulletins"

Complete the sign-up form on our Bulletins page to receive these updates in your inbox.

Contact your local Provider Network Management Representative

Contact Provider Services at 888-773-2647

and understand their asthma symptoms through education and outreach.

Healthy Michigan Plan Health Risk Assessment Bonus

Due to the COVID-19 pandemic, health plan staff can now conduct the Healthy Michigan Plan (HMP) Health Risk Assessment (HRA) over the phone. Currently, to help support our provider community, Meridian will continue the HMP HRA bonus (\$10) for the primary care provider listed on the member's file.

Please be sure to fill out the HRAs, especially the Progress Update and Healthy Behaviors sections. When these sections are not filled out, the HRA is considered incomplete. You will only be notified every other week of incomplete HRA.

Blood Pressure Monitoring

When monitoring patients' blood pressures, recheck any readings greater than 140/90 mmHg. For the Controlling High Blood Pressure (CBP) Healthcare Effectiveness Data and Information Set (HEDIS®) measure, representative blood pressures meet criteria and can be used by taking the lowest systolic and lowest diastolic readings from the visit. For example, if a patient has a blood pressure reading of 156/87 mmHg at the beginning of the visit, and then has a blood pressure reading of 139/90 mmHg when rechecked at the end of the visit, the representative blood pressure would be 139/87 mmHg, which is a controlled result.

For tips on obtaining accurate blood pressure readings, visit www.ama-assn.org/delivering-care/hypertension/how-get-most-accurate-blood-pressure-measurement.

National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS®) Updates

NCQA manages HEDIS® measures. Every year measure criteria is updated to better align with best practice guidelines. In order to support increased use of telehealth caused by the pandemic and align with telehealth guidance from the Centers for Medicare & Medicaid Services, NCQA has updated telehealth guidance in 40 HEDIS® measures for 2020-2021. Updates were published on July 1, 2020. Be on the lookout for more information on HEDIS® measure updates and how this impacts your office. For more information, visit www.ncqa.org/covid/#hedis.

2020 Patient-Centered Medical Home (PCMH) Incentive Program Changes

Meridian values the partnerships we have built with our contracted providers. To better support you during the unprecedented circumstances of the COVID-19 pandemic, we have made changes to the 2020 Meridian PCMH Incentive Program. For the remainder of the calendar year (July - December 2020), per member per month (PMPM) payments will be doubled from \$0.75 and \$1.00 to \$1.50 and \$2.00.

To maximize your incentive amount from the PCMH program, be sure to administer and properly bill the eligible Care Coordination/Case Management services.

See our Bulletins page for details on the PMPM increase and eligible services.



PAYMENT INTEGRITY

Cotiviti Clinical Chart Validation Implementation

Meridian will engage additional Clinical Chart Validation (CCV) opportunities beginning August 1, 2020 in Michigan as part of our ongoing partnership with Cotiviti. The partnership with Cotiviti CCV will supplement our current clinical chart validation program and is designed to increase the accuracy of claims payments to our provider partners. Meridian is committed to ensuring our systems and processes are updated regularly and are consistent with national chart validation reviews.

Refunds

Changes to the Meridian provider refund address are coming soon. Effective September 1, 2020, provider refunds will need to be sent to the new Meridian lockbox addresses. This is a change from our current address of 1 Campus Martius, Suite 700, Detroit, MI 48226. More detailed information to come in the coming weeks.



EDUCATION

Provider Update Sign-Up

Visit the Bulletins page for your state and complete our sign-up form to receive our monthly updates directly to your inbox!



OPERATIONS

Updated Bulletins from Michigan Department of Health and Human Services (MDHHS)

MDHHS has recently published several bulletins for providers. To review additional information on Meridian's response to these bulletin updates, see our Bulletins page for the full update from MDHHS.



PHARMACY

Single Preferred Drug List

Starting October 1, 2020, Michigan Department of Health and Human Services (MDHHS) will require Medicaid Health Plans (MHPs) to follow the Michigan Preferred Drug List (PDL) used by the Fee-for-Service (FFS) program.

MDHHS will publish a final policy and send out to providers, and has tasked MHPs with notifying the members and prescribers impacted by the single PDL well ahead of the implementation date to ensure a smooth transition.

In the next few weeks, we will provide a detailed document to explain the state's requirements and our efforts in place to ensure minimal therapy interruption.

MONTHLY Provider Update



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MICHIGAN

Benefits Monitoring Program

Meridian is making changes to the Benefits Monitoring Program (BMP), a program in place to closely monitor and identify Medicaid recipients who may be over-utilizing and/or misusing Medicaid services and benefits, including controlled substances and related increased provider office visits.

Effective August 2020, we are modifying the enrollment criteria for patients who qualify for the program which increase the amount of patients we will be monitoring.

In the next few weeks, in tandem with the Single PDL document, we will be providing more details on the BMP to ensure providers are educated on the initiative and prepare accordingly.

2020 Michigan Common Formulary Update

On July 1, 2020, changes were made to the Common Formulary that were mandated by the Michigan Department of Health and Human Services. Providers can find a comprehensive list of covered medications at www.mhplan.com or www.meridianrx.com for up to date coverage and alternatives.

For any additional information or questions, please contact us at 866-984-6462 or email at info@meridianrx.com.