

MONTHLY Provider Update



MAY 2020

MICHIGAN

Welcome to the Provider Update for May 2020. Please refer to the Bulletins page of our website for more detailed information. 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 benefit not only members who have contracted or been exposed to the novel coronavirus, but also those members who need to seek care unrelated to COVID-19 and 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.

Telehealth Visits for Healthcare Effectiveness Data and Information Set (HEDIS®) Measures

We appreciate your patience and understanding during these unprecedented times. We understand that completion of 2020 HEDIS® services will be impacted by current COVID-19 guidelines. While Meridian cannot change how measure criteria is met, we will be sure to share any updates received from Centers for Medicare and Medicaid Services, National Committee for Quality Assurance, and Michigan Department

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"

Fill out 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

of Health and Human Services that impacts completion of HEDIS® services.

Many HEDIS® care gaps can be filled using telehealth visits. Telehealth is a great option to offer to patients for continuity of care from the safety of their homes.

See our Bulletins page for more information.



QUALITY

Healthcare Effectiveness Data and Information Set (HEDIS®) Hybrid

As we approach the completion of the HEDIS® Hybrid Project, we want to thank you for your partnership and continued dedication to quality care for our members during this ongoing coronavirus pandemic. Your partnership is invaluable to the success of our project and health of our members. As we shift our focus to closing 2020 HEDIS® care gaps, please reach out to your Provider Network Management Representative for questions regarding HEDIS® measures or data collection for the current year.



EDUCATION

Provider Update Sign-Up

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

Practice Information Updates

Please update Meridian when practice information changes. Updates include provider name, specialty, address, phone, fax, email, hospital affiliations, accepting patient status, accepted lines of business, and office hours. Large organizations, such as Physician-Hospital Organizations and Delegated Entities, are required to submit full rosters quarterly. These updates can be communicated by:

- Fax: **313-309-8530**
- Mail: MeridianHealth, 1 Campus Martius, Ste. 700
Detroit, MI 48226
- Contacting your local Provider Network Management Representative
- Email: **ProviderUpdates@mhplan.com** or **ProviderHelp.MI@mhplan.com**



OPERATIONS

Authorization Extensions

To allow flexibility and reduce administrative burden on providers, Meridian is extending existing pre-service non-reoccurring authorizations for in-network providers that have lapsed, or will soon lapse due to the coronavirus pandemic. These authorizations will be extended out through 9/30/2020. Providers do not need to call in and request extension for the above mentioned authorizations and will not receive a new authorization with 9/30/2020 as the end date. Extensions will not increase the number of services/procedures authorized, only the date range. Any new pre-service authorizations will reflect authorization spans through 9/30/2020, at minimum, in order to accommodate the anticipated scheduling demand.

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eviCore Guidelines

Meridian has an ongoing partnership with eviCore to support multiple Utilization Management programs. The clinical guidelines for the programs noted below will be updated as follows:

- Effective 7/1/2020
 - Lab Management
- Effective 7/15/2020
 - Radiology and Cardiology

Current and future versions of the clinical guidelines for all eviCore managed programs can be accessed at www.evicore.com/provider/clinical-guidelines.

Optum Rebranding to Equian

On July 23, 2019, Optum acquired Equian. Optum is excited to announce the beginning of their operational brand transition and the changes that will happen in the coming months. Optum is currently focusing integration efforts on rebranding Equian products and materials with Optum logos and naming conventions.



PHARMACY

2020 Michigan Common Formulary Update

On April 1, 2020, the Food and Drug Administration announced the market withdrawal of all ranitidine products due to high levels of probable human carcinogen, N-Nitrosodimethylamine (NDMA). Ranitidine products have been removed from the formulary. Alternatives are Famotidine, Cimetidine and Omeprazole (with restrictions).

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.