

Welcome to the Provider Update for November 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) Exposure Alert App  
The Michigan Department of Health and Human Services (MDHHS) has announced an exposure notification app called, MI COVID Alert. This app is available at no cost to all residents of Michigan to help slow the spread of COVID.

MI COVID Alert can be downloaded from the App Store or Google Play. Visit [www.michigan.gov/coronavirus](http://www.michigan.gov/coronavirus) for more information.

See our Bulletins page for more details.

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](http://corp.mhplan.com/en/covid-19) for education on COVID-19 or see our Bulletins page for more information.

### Telehealth Guidance During 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 and wish to avoid clinical settings and other public spaces.

Go to [corp.mhplan.com/en/covid-19](http://corp.mhplan.com/en/covid-19) for education on COVID-19 or see our Bulletins page for more information.

## FOR MORE INFORMATION ON THESE UPDATES:

Visit the Bulletins page on [mhplan.com](http://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

## COVID-19 Public Health Emergency Extended

The COVID-19 Public Health Emergency has been extended through January 21, 2021. In accordance with this renewal, services such as testing, screening, billing, and telehealth will continue through late January.

See our Bulletins page for more information.



## QUALITY

### Access and Availability Standards

Recently our provider manual, located on our website, provided clarification about access standards. It is important that the urgent primary, specialty, and behavioral services needs of our enrollees are met within 24 hours.

### Immunization Education and Promotional Resources

This year we have seen a troubling drop in routine pediatric and adolescent vaccines because of families staying at home during the COVID-19 pandemic. Families and healthcare professionals need to work together to ensure children and teens get caught up or stay on track with vaccines. You can find educational and promotional resources to reinforce the importance of maintaining immunizations during the pandemic at [www.cdc.gov/vaccines/partners](http://www.cdc.gov/vaccines/partners).

### Appropriate Antibiotic Use

As we enter the thick of cold and flu season in the midst of the COVID-19 pandemic, it's more important than ever to be mindful of appropriate antibiotic prescribing guidelines. When we optimize how we use and prescribe these drugs, we protect patients from harm and combat antibiotic resistance. For free resources, patient education materials, and continuing education opportunities on appropriate antibiotic prescribing and use, check out [www.cdc.gov/antibiotic-use/community/for-hcp/index.html](http://www.cdc.gov/antibiotic-use/community/for-hcp/index.html).

### Healthy Michigan Plan (HMP) Health Risk Assessments (HRA)

Clinicians play an important role in the HMP HRA and Healthy Behaviors Incentive Program.

See our Bulletins page for videos that provide tips and best practices to primary care offices. These videos also highlight how to complete the HRA online to facilitate in-person or telehealth visits.

### 2021 Provider Incentive Changes Coming

Stay tuned for further details on changes to the specifications for the Pay for Performance (P4P) and Patient Centered Medical Home (PCMH) Provider Incentive Programs effective January 1, 2021.



## PAYMENT INTEGRITY

### Report and Bill Type II NPIs

In an effort to capture the most accurate and complete data, MeridianHealth will require Type II NPIs on all new provider adds as of November 1, 2020. Claims billed should be reflective of

appropriate Tax ID/NPI combinations and should include both the Type I and Type II NPIs where applicable. Type II NPIs are granted to organization entities. If you are a sole proprietor, you will not be required to submit or bill MeridianHealth with a Type II NPI.

If you have questions, please contact your Provider Network Management Representative.



## 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!

### Flu Vaccinations

Flu season is here. Meridian encourages members to get the flu vaccine. Members can get their flu vaccine covered at no out-of-pocket cost at their local health department, primary care provider office, and in-network pharmacies.

### 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](mailto:ProviderUpdates@mhplan.com) or [ProviderHelp.MI@mhplan.com](mailto:ProviderHelp.MI@mhplan.com)

### Core-Based Statistical Area

Per Michigan Department of Health and Human Services (MDHHS), Core-Based Statistical Area (CBSA) "Value Codes," include value code 61 in the value code field and report the CBSA number. Hospice claims must be reported with a valid CBSA code based on the location of the beneficiary receiving services.

### Online Tech Literacy for Older Adults

Michigan Department of Health and Human Services' Aging & Adult Services Agency is partnering with GetSetUp to provide free resources for Michigan residents 60 years of age and older to help stay safe during the pandemic. This partnership will allow this vulnerable population to learn how to use technology like social media, email, and telemedicine.

See our Bulletins page for the full press release.



## OPERATIONS

### Provider Claims Dispute Form

# MONTHLY Provider Update



NOVEMBER 2020

MICHIGAN

Meridian has an electronic provider dispute form, accessible to all providers. Additional enhancements were made to the dispute process to ensure that inquiries are appropriately routed internally, along with additional web capabilities for providers. The current fax number was discontinued on November 1, 2020. The form can be found at [corp.mhplan.com/en/dispute-form](http://corp.mhplan.com/en/dispute-form).

Disputes related to claims processing are handled separately from Administrative Appeals or Post-Service Provider Appeals. Claim disputes are disputes regarding the following:

- Inaccurate Payment
- Coding Edits (CCI edits)
- Untimely Filing
- Claims Denied for no Primary Payer EOB

Please do not submit Administrative Appeals or Post-Service Provider Appeals within the Claims Dispute Form.

#### Ambetter Transition

MeridianChoice is transitioning to Ambetter from Meridian on January 1, 2021.

Please visit [www.ambettermeridian.com](http://www.ambettermeridian.com) for additional details as they become available.

#### Notification of Pregnancy Program

On November 1, 2020, MeridianHealth introduced the Notification of Pregnancy (NOP) assessment as part of the Start Smart for Your Baby program to better integrate care management, care coordination, and disease management to improve the health of mothers and their newborn children. The NOP assessment and additional information can be accessed by logging on to our secure portal at [www.mhplan.com](http://www.mhplan.com).

Please contact your Provider Network Management Representative with any questions or concerns.

#### Prior Authorization (PA) Behavioral Health Utilization Management

Additions to PA requirements for Neuropsychological and Psychological Testing and Developmental/Behavioral Screening and Testing are effective on January 1, 2021.

Impacted codes include: 96130, 96131, 96136, 96139, 96146, 96132, 96133, 96137, 96138, 96110, 96112, 96113.

#### Updated eviCore Clinical Guidelines

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

- Effective January 1, 2021
  - Sleep Management

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

#### MeridianComplete (Medicaid-Medicare Plan) System Changes – Impact to Providers

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MICHIGAN

MeridianComplete will be migrating to new systems starting January 1, 2021. You will receive more information in the coming weeks on how these system transitions may impact you. Please look for these notifications to be received via fax, mail, and online.

If you have questions, please contact our Provider Services department or your Provider Network Management Representative.

## NICU/Delivery Authorization Submission Reminder

In an ongoing effort to reduce authorization processing times, we would like to provide a friendly reminder that will increase efficiency. Please use the following methods when requesting authorizations for Delivery and NICU admissions.

Infant neonatology admissions managed by Progeny Health submission options:

- Call 888-832-2006 and select "for Utilization Management press 3" prompt
- UM secure fax number: 844-868-5054

Delivery submission options:

- Meridian online prior authorization (PA) form at [www.mhplan.com](http://www.mhplan.com)
- Meridian Michigan inpatient fax at 313-324-1835



## PHARMACY

### 2020 Michigan Common Formulary

On October 1, 2020, Michigan Department of Health and Human Services mandated that all managed care organizations follow the Michigan Preferred Drug List used by the Fee-for-Service program.

Providers can submit feedback. If you have any formulary questions or concerns, or would like to make a suggestion, email [MDHHSCommonFormulary@michigan.gov](mailto:MDHHSCommonFormulary@michigan.gov) to let them know!