

Dear Providers,

The global COVID-19 pandemic has created unprecedented changes to our lives and healthcare systems. While we continue to connect our members to COVID-19 services, we wanted to reach out to our provider partners about how we can work together to better support members' and patients' care needs.

As a primary care provider (PCP), you are at the heart of our members' healthcare. They trust and rely on you to help them access appropriate, affordable, coordinated care from the right providers at the right times. If you refer our members to an out-of-network provider – or send their test specimens to a nonparticipating laboratory – they could be responsible for the out-of-network charges according to their benefits. These costs can quickly add up, especially for patients who do not have out-of-network benefits.

You can help your patients avoid this and keep their medical costs down by referring them to providers within the MeridianHealth or MeridianChoice networks as denoted on their Member ID cards. Understanding it can sometimes be challenging to navigate multiple payer networks to connect patients to appropriate in-network providers and facilities, we want to share two easy methods for you to access this information quickly:

- Search In-Network Providers Online. Our provider directory offers the current list of our in-network providers
 - MeridianHealth: corp.mhplan.com/en/member/michigan/meridianhealthplan/benefits-resources/tools-resources/provider-search/
 - MeridianChoice: corp.mhplan.com/en/member/michigan/choice/benefits-resources/tools-resources/provider-search/
- You can also access this tool via our provider portal: hpprovider.atlascomplete.com
- Call to your Provider Services Representative at 888-773-2647. They can help you quickly identify in-network specialists and labs

Thank you for your continued partnership during this time of heightened concern. If you have any questions regarding our networks, please contact Provider Services at 888-773-2647.

This guidance is in response to the current COVID-19 pandemic and may be retired at a future date.

Sincerely,

Meridian