

Welcome to the Provider Update for October 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](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.

### In-Network Specialists for COVID-19

Primary care providers (PCPs) are the heart of our members' health care. Members trust and rely on PCPs to help access appropriate, affordable care from the right providers, at the right time. If you refer our members to an out-of-network provider – or send their test specimens to a non-participating laboratory – they could be responsible for out-of-network charges according to their benefits. These costs can add up for members who don't have out-of-network benefits.

See our Bulletins page for details on referring members to in-network specialists.

## 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



## QUALITY

### Partnership for Quality (P4Q) Program

The P4Q Program is a pay-for-performance incentive program that rewards providers for delivering quality preventive healthcare services. Meridian has increased P4Q payment amounts for our contracted Medicaid providers to align our goal of delivering the highest quality care to your patients, our members.

Please note that beginning in 2021, this program will be referred to as the Pay for Performance (P4P) program.

See our Bulletins page for updated incentive payment information.

### Vaccine Conversations

You may have daily conversations with your patients' parents about protecting their children from vaccine-preventable diseases. And they listen - research shows that a parent's most trusted source of vaccine information is their child's provider. Additional resources for vaccine conversations can be found at [www.cdc.gov/vaccines/hcp/conversations/index.html](http://www.cdc.gov/vaccines/hcp/conversations/index.html).

### Immunization Events

Meridian is committed to keeping our members up to date on their immunizations. If you would like to collaborate with Meridian to plan an immunization event, please contact our Community Engagement team at [communityengagement@mhplan.com](mailto:communityengagement@mhplan.com). Do you already have an event planned? We can help promote your event by email or social media to our members. Let us know how we can help!

### In-Network Behavioral Health Providers

Mental health disorders can have a serious impact on physical health. Helping connect your patients to the appropriate behavioral or mental health provider is an important step in keeping their overall health on track. In-network providers can be found on Meridian's provider directory at [www.mhplan.com](http://www.mhplan.com).

See our Bulletins page for step-by-step directions on how to find behavioral or mental health providers.



## PAYMENT INTEGRITY

### Type II NPIs

MeridianHealth will be requiring Type II NPIs on all new provider adds beginning November 1, 2020. Claims billed should be reflective of the appropriate Tax ID/NPI combinations and include both Type I and II NPIs, when applicable. Type II NPIs are granted to organization entities. If you are a sole proprietor, you won't be required to submit or bill Meridian 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)

### Well-Child Visits

MeridianHealth follows the American Academy of Pediatrics (AAP) recommended schedule for well-child visits. Per the AAP periodicity schedule, this is an annual benefit for ages 4 – 21 years of age. This benefit will be monitored as a once-per-year benefit with a one-month grace period, with well-child visits at least 11 months apart.

### System for Award Management

The System for Award Management (SAM) is the reporting system for federal grants. Sub-recipients need to register with SAM using their address and DUNS number so that Michigan Department of Health and Human Services (MDHHS) data entered into the Federal Grant Solutions reporting tool can be validated and the entry approved. If there is no sub-recipient record in SAM, then the sub-recipient entry goes through extra validation procedures and has to be entered manually as an exception. To avoid this, MDHHS is asking all sub-recipients to register in SAM.

If you have any questions about registering with SAM visit, [www.sam.gov/SAM](http://www.sam.gov/SAM) or contact the Federal Service Desk at 866-606-8220.



## OPERATIONS

### Provider Claims Dispute Form

Meridian has introduced the electronic provider dispute form, accessible to all providers. Additional enhancements were made to the dispute process to ensure that inquiries are appropriately routed

# MONTHLY Provider Update



OCTOBER 2020

MICHIGAN

internally, along with additional web capabilities for providers. The current fax number will be discontinued as of 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 Portal.

## Smart Start for Your Baby Program

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

Please contact your Meridian Provider Network Management Representative for any questions

## Updated eviCore Clinical 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 1/1/2021
  - Lab Management
  - 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](http://www.evicore.com/provider/clinical-guidelines).

## TurningPoint Expansion

As a reminder, we expanded our Surgical Quality and Safety Management Program with the vendor, TurningPoint Healthcare Solutions, LLC, to our Medicaid plan, MeridianHealth, on October 1, 2020. This program has been in place for MeridianComplete (Medicare-Medicaid Plan [MMP]) since January 2020. This program is designed to work collaboratively with physicians in promoting patient safety through the practice of high quality and cost-effective care for Meridian members undergoing Musculoskeletal Surgical Procedures.

Please see the Bulletins page for a detailed notification, delegated code lists, and upcoming training opportunities.

# MONTHLY Provider Update



OCTOBER 2020

MICHIGAN



## 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 find a comprehensive list of covered medications, up-to-date coverage, and alternatives at [www.mhplan.com](http://www.mhplan.com) or [www.meridianrx.com](http://www.meridianrx.com). For additional information or questions, please contact MeridianRx at 866-984-6462 or email [info@meridianrx.com](mailto:info@meridianrx.com).