

Welcome to the Provider Update for September 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 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 for education on COVID-19 or see our Bulletins page for more information.

COVID-19 and Dental Care

As COVID-19 restrictions are loosened and providers are better equipped to attend to their patients' preventive care needs, it's equally important to remind patients to tend to their oral health needs. Encourage your patients to make a dental appointment. Meridian partners with DentaQuest to administer dental benefits for Healthy Michigan Plan and MeridianComplete members. Members can call DentaQuest at 855-898-1478 to find a dental provider near them.

Go to our Bulletins page for details on how to keep patients safe at their dental visits during the pandemic.

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



QUALITY

Fluvention Program

Fluvention® is a multi-layered program to promote vaccinations for flu prevention, as well as incorporate COVID-19 prevention. The program provides members with vaccination education via emails, text messages, social media, on-hold messages, and automated outreach calls. The materials will incorporate social norms messaging, and convey that an increasing number of people get the flu shot.

Providers will be provided with a robust packet of information, which includes a provider email, toolkit and talking points so that you can partner with us to help our members stay healthy this flu season.

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

Meridian values the partnerships we have built with our contracted providers. To better support you and your patients 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 additional incentive amount from the PCMH program, be sure to administer (virtually or in person) and properly bill the eligible Care Coordination/Case Management services.

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

Medicaid Partnership for Quality (P4Q) Program Update

To thank our providers for their continued support and dedication to our members, Meridian will be doubling most incentive amounts for our Medicaid P4Q program for Healthcare Effectiveness Data and Information Set (HEDIS®) services rendered in 2020.

More details on the updates to the program will be shared soon.



PAYMENT INTEGRITY

Authorization Lookup Tool

Remember to utilize the Authorization Lookup Tool housed on our website. This allows you to save time and check multiple CPT codes at once. Find the Tool at corp.mhplan.com/en/online-pa-form-tools.



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!

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

Start Smart for Your Baby Program

We need your help identifying pregnant members to ensure we support moms and babies. Beginning on November 1, 2020, MeridianHealth will introduce 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. Additional information on the NOP assessment will be shared in the upcoming months.

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

TurningPoint Expansion Reminder

As a reminder, Meridian is expanding our Surgical Quality and Safety Management Program with our vendor, TurningPoint Healthcare Solutions, LLC (TurningPoint). This program has been in place for MeridianComplete (Medicare-Medicaid Plan [MMP]) since January 2020. We will implement this program for our Medicaid plan, MeridianHealth, effective October 1, 2020. This program will 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.

See our Bulletins page for detailed notification and code list.



PHARMACY

Single Preferred Drug List (PDL)

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, who has published final policy MSA 20-51 and shared it with providers, 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.

MONTHLY Provider Update



SEPTEMBER 2020

MICHIGAN

Meridian will host a series of webinars in September and October to explain the state's requirements and the processes we've put in place to ensure minimal therapy interruption.

Providers can find a proposed 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.

See our Bulletins page for more information.