

MONTHLY Provider Update



JANUARY 2021

MICHIGAN

Welcome to the Provider Update for January 2021. 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 the 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 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 for education on COVID-19 or see our Bulletins page for more information.

Medicaid Notice of COVID-19 Vaccine Billing Guidelines for Providers

MeridianHealth is closely following advancements in the prevention and treatment of COVID-19, including vaccinations. As a healthcare provider, you will play an integral role as COVID-19 vaccines become available. To prepare for vaccine administration, the Centers for Medicare and Medicaid Services (CMS) have **published billing guidance** for Medicaid and Children's Health Insurance Program (CHIP) providers. Similar to other COVID-19 services, the vaccines will be offered at no cost to your patients.

Please see our Bulletins page for full details.

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**

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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.

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QUALITY

Healthcare Effectiveness Data and Information Set (HEDIS®) Hybrid Season

The 2021 HEDIS® Hybrid season is approaching. HEDIS® is a standardized process of data collection to assess performance. In support of this effort, we are collecting medical records to ensure Meridian has an accurate account of completed services. This is an opportunity to identify additional services that may not have been captured through claims for your patients. We appreciate your partnership and timeliness in response to these medical record requests!

Meridian understands the additional administrative burden this has on your office at this critical time. Contact us to discuss alternate options for medical record submission that will work best for your needs. Please email us at MIHEDIS@mhplan.com for any questions or concerns.

Clinical Practice Guidelines (CPGs)

Recently updated and retired CPGs can be found on the Michigan MeridianComplete website at corp.mhplan.com/en/provider/michigan/complete/training-education/training-education-resources/clinical-practice-guidelines.

Healthy Living Medical Supply

Making sure your patients with diabetes have access to everything they need to manage their condition is important. MeridianHealth partners with Healthy Living Medical Supply (HLMS) to provide diabetic supplies. Call HLMS at **866-779-8512** if you have questions or if your patient is in need of more supplies. For online prescriptions go to www.myhlms.com/providers.

See our Bulletins page for the Healthy Living Medical Supply Form, or visit the "Documents and Forms" section of our website at

corp.mhplan.com/en/provider/michigan/meridianhealthplan/benefits-resources/tools-resources/documents-forms.

Preteen and Teen Immunization Resources

Some parents have many questions surrounding preteen and teen immunizations. Provide reassurance and information so that parents can better understand the importance of immunizations. The Centers for Disease Control and Prevention (CDC) has resources to promote preteen and teen immunization among your members, you can find these resources at www.cdc.gov/vaccines/partners/teens/index.html.

MC3 Perinatal

The MC3 Perinatal program offers psychiatry support to perinatal providers in Michigan who are caring for women who are pregnant, postpartum (up to one year), or contemplating pregnancy. Perinatal psychiatrists are available through same-day phone consultations to offer guidance on diagnostic questions, safe medications during pregnancy and while breastfeeding, and appropriate psychotherapy. Check out the Bulletins page for a program overview and webinar information to find out more. You can also visit mc3.depressioncenter.org.

Appropriate Use of Antibiotics

Meridian is seeking your help in promoting antibiotic awareness to improve patient safety and combat resistance. Give your patients the best care by following clinical practice guidelines when prescribing antibiotics. Visit cdc.gov/antibiotic-use for more information, resources and tools for your office, from the CDC's, "Be Antibiotics Aware" campaign.



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
or ProviderHelp.MI@mhplan.com



OPERATIONS

2021 MeridianComplete Provider Manual

A new provider manual is now available online for plan year 2021. Please be sure to review the provider manual for changes that may apply to you during plan year 2021. The new manual can be found at corp.mhplan.com/en/provider/michigan/complete/benefits-resources/tools-resources/provider-manual.

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