

MONTHLY Provider Update



JANUARY 2022

MICHIGAN

Welcome to the Provider Update for January 2022. 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

COVID-19 Vaccine

Encourage your patients to get the COVID-19 vaccination! The COVID-19 vaccine is an important tool to help stop the spread of the pandemic. Below are a few helpful resources to help your patients find a vaccination site near them.

- Visit the CDC COVID Vaccine Finder at **vaccinefinder.org/search**
- Check the website of the local health department or hospital to find out their process or for registration forms
- Check additional vaccination sites, such as local pharmacies like Meijer, Rite Aid, Walgreens, CVS, Kroger, Walmart (Mid/Central and Northern MI), or Snyder Drugs (U.P. residents)

Meridian offers non-emergency transportation. Tell your patients to call at **800-821-9369** for help setting up a ride to a vaccine site.

Take time to listen to your patient's concerns, address their questions, and provide them additional resources.



QUALITY

2022 Provider Incentive Programs

Meridian values the partnerships we have built with our contracted providers. One of the ways Meridian cultivates these relationships is by offering several distinct incentive programs, including the Meridian Pay for Performance (P4P) program, Medicaid Patient Centered Medical Home (PCMH) program, and the MeridianComplete (Medicare-Medicaid Plan) P4P program.

New to 2022, both PCMH and non-PCMH designated provider groups will be eligible for incentives with the PCMH program. To maximize your incentive amounts from these programs, be sure to administer and properly bill the eligible

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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healthcare services. Details on the 2022 programs are available on Meridian's website.



OPERATIONS

Sickle Cell Disease Expansion

Children's Special Health Care Services (CSHCS) is pleased to announce an eligibility expansion for adults with sickle cell disease. Please refer to MDHHS bulletin for information that may be helpful as you consider enrolling adult patients within your care. If you have additional questions, please feel free to email MDHHS at mdhhs-cshcs-outreach@michigan.gov.

Barrier Removal Fund

Meridian is partnering with the National Council on Independent Living (NCIL) to assist our providers with removing barriers to accessibility at their practice by creating the Barrier Removal Fund program. Please refer to the supplemental bulletins available on our website for info on how to apply for grant funds for accessibility improvements at your practice. If you have any questions about the Barrier Removal Fund or RFP, please contact your local Provider Network Management Representative or Provider Services at **888-773-2647** (TTY: **711**).

Access to Care Reminders

As a reminder, please find our Access to Care standards below to ensure our members are receiving the utmost care and able to be seen timely to address their needs. If you have any questions please reach out to your Provider Network Specialist or Provider Services at **888-773-2647** (TTY: **711**).

- Life threatening, emergent problem: Immediate access
- Urgent care: Same day
- Preventive Care: 30 days
- Routine Care: 7-14 days

Call Center Hours

Effective January 31, 2022, the Meridian call center hours of operations are Monday – Friday 8 a.m. to 6:30 p.m. Our provider portal on mhplan.com and self-service phone lines are available 24 hours a day, seven days a week.

Healthy Michigan Plan Health Risk Assessment

The Michigan Department of Health and Human Services has developed four short videos for clinicians on the Healthy Michigan Plan (HMP) Health Risk Assessment (HRA) and the Healthy Behaviors Incentives Program. Clinicians play an important role in the HMP HRA and Healthy Behaviors Incentive Program and these videos have been developed to 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. For more information, please visit the HMP website at www.Michigan.gov/HealthyMichiganPlan.