

Meridian Health News

ISSUE 2 | 2022



mimeridian.com



Children's Vaccinations

Getting your child vaccinated helps protect them with immunity before they may be exposed to sometimes life-threatening diseases. Vaccines are always tested, to make sure that they're safe and work for kids, when they get their shots at the right ages.



During the COVID-19 pandemic, many parents delayed taking their child to the doctor to get them vaccinated when their doctor said that they should. **It isn't too late!** Talk to your child's doctor about catching up.



Parents should visit the **"Why Vaccinate"** section at cdc.gov or ivaccinate.org for more info about safe and effective vaccines for their child.



Meridian's Community Health Workers

Meridian has a team of Community Health Workers (CHWs) that are front-line public health workers in the community. CHWs will help connect you to local resources like food, housing, heat, and finding a job.



CHWs can work with you by phone or come to your home. Please call **1-888-437-0606** to get set up with a CHW.



Smart Start for Baby Program

Start Smart for Baby is our special pregnancy program. There's no cost to the pregnant member. Meridian wants to help you take care of yourself through your whole pregnancy. Please call Meridian at **1-888-437-0606** as soon as you know that you're pregnant, to make the most out of the benefits and support that are here for you, like breast pumps and dental services. Pregnant members should see their doctor as soon as they find out they're pregnant, and start care within the first 12 weeks of their pregnancy.



Fraud, Waste, and Abuse

Healthcare Fraud, Waste, and Abuse (FWA) costs millions of dollars each year. That's why it's key for you to report FWA when you suspect it. There are many kinds of FWA. One easy way to check? Review your benefit statements in the member portal online. In the member portal, you can review everything that you're being billed for under your name, and make sure all is correct.

Reporting FWA

You must report any members, providers or pharmacies who commit fraud, waste, or abuse. **You don't have to give your name to report it. You can report FWA to us at:**

Meridian
Attn: Fraud, Waste, and Abuse
1 Campus Martius, Suite 700
Detroit, MI 48226

Toll-Free: **1-844-667-3560**
Email: **fwa.mi@mhplan.com**

You can also report fraud, waste, or abuse to the State of Michigan at:

Office of the Inspector General
P.O. Box 30062
Lansing, MI 48909

Toll-free: **1-855-MI-FRAUD (1-855-643-7283)**
www.michigan.gov/fraud



Hepatitis C Testing

The CDC (Centers for Disease Control and Prevention) says that Hepatitis C testing should happen at least once in a lifetime for all adults aged 18 years or older, and for all pregnant people during each pregnancy. Talk to your doctor or local health clinic about getting tested.

Please visit [cdc.gov](https://www.cdc.gov) for more hepatitis info about testing and treatment options.



Stop Smoking Program

Trying to quit smoking? Healthy Solutions for Life is a health and wellness program offered by Meridian. This program matches people with a personal health coach, like a nurse or other health professional, to help you quit smoking. Call Meridian at **1-888-437-0606** to sign-up.



Practice Guidelines

Meridian's prior authorization decisions comply with state and federal law. The plan's practice guidelines consider your healthcare needs and are based on clinical evidence. This is also agreed upon by practicing specialty care providers.

Questions?

Call Member Services at **1-888-437-0606** for more info, or ask for a copy of the practice guidelines.



Meridian's Quality Improvement Program

Meridian's Quality Improvement Program (QIP) aims to improve the services and safety of the care you get. Meridian's program focuses on all of these things and more to:

- Improve health for our members
- Ensure that members get the right care in the right setting
- Encourage members to go back to their doctor during the COVID-19 pandemic
- Improve member well-being
- Address racial and ethnic gaps in healthcare
- Help members manage their chronic conditions
- Partner and work with members' communities
- Meet members' cultural and language needs

Learn more about Meridian's QIP on Meridian's website. Ask for it at any time when you call Member Services at **1-888-437-0606**.





1 Campus Martius, Suite 700
Detroit, MI 48226

CAD_111263E_State Approved 10072022
MI2CADNEW11263E_0000
©Meridian 2022

Sickle Cell Disease

Certain changes have made it easier to get treated in the best way for Sickle Cell disease. Extended prescriptions for antibiotics Penicillin and Amoxicillin are now covered by all Medicaid health plans, including Meridian. This includes for up to three-month fills (up to 102 days' worth). Talk to your doctor about your current treatment plan.

Treatments for Sickle Cell Disease:

- 1** Daily antibiotic (Penicillin and Amoxicillin) to prevent life-threatening infections for ages 5 years-old or younger
- 2** Daily Hydroxyureas to decrease crises for ages 1 to 17 years-old
- 3** Annual Transcranial Dopplers to reduce the risk of stroke for ages 2 to 15 years-old



Meridian complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Meridian does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Meridian:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Meridian's Grievance Coordinator.

If you believe that Meridian has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Meridian's Grievance Coordinator. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Meridian's Grievance Coordinator is available to help you.

Mail: Meridian
Attn: Grievance Coordinator
P.O. Box 44287
Detroit, MI 48244

Telephone: 888-437-0606 (TTY users should call 711)

Fax: 833-669-1734

Email: medicaidgrievances@mhplan.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

