



HEALTH NEWS

Quality is Our Passion and Our Commitment

Our Quality Improvement Program (QIP) aims to improve the services and safety of the care you get!

MeridianHealth (Meridian) places great focus on meeting the different needs of every member. Every year we try to make sure we meet our members' language needs. Meridian can also work with you if you need a translator. This service is free of charge to our members.

We have disease management and wellness programs that can help improve our members' health. The programs teach members about things like asthma and diabetes through mailings and phone calls. Doing this helps our members become healthier. We encourage you to continue to complete your health screenings so you can stay healthy

Meridian has wellness programs, such as the "New Beginnings" smoking cessation program and Weight Watchers. **Sign up or get more info by calling Member Services at 888-437-0606.**

We want to hear from you! Meridian's goal is to make sure our members are happy. Please call Member Services at **888-437-0606** if you have questions or concerns.



Do You Have Healthy Michigan Plan through MeridianHealth?

If so, you may be eligible for a cost-sharing reduction on your co-pays or premiums by completing your Healthy Michigan Plan Health Risk Assessment (HMP HRA)! HMP members should complete a HRA and choose a health goal to work on every year.

Did you know that there are a couple ways to complete your HRA?

- Take the HRA to your primary care provider (PCP) to complete with you
- Call Meridian and complete with one of our representatives

You can get a blank copy of the HRA at **michigan.gov/healthymiplan**.

For more information or to complete your HMP HRA over the phone, please call Member Services at **888-437-0606** today!



We Want Your Feedback!

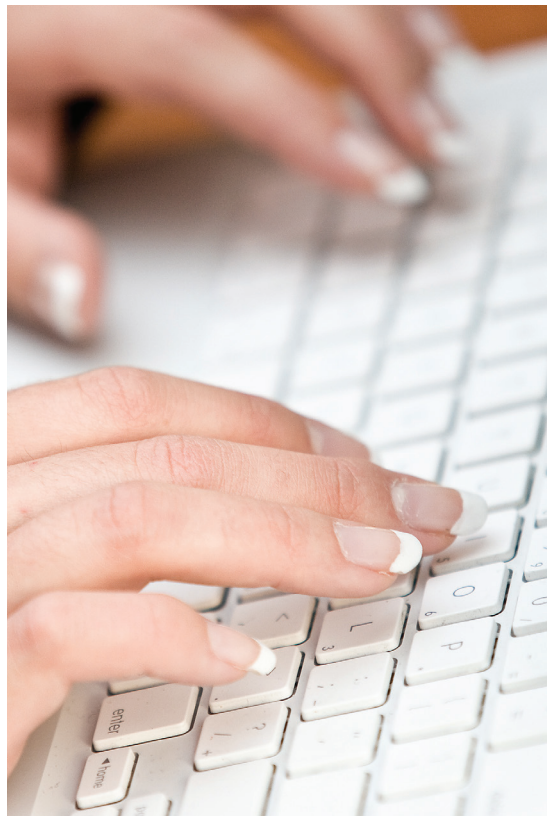
Meridian may hold focus groups to get opinions and your feedback to help us improve our care to you. Contact Member Services if you are interested in participating in a focus group.

Access to UM Staff

Reach out to our UM staff if you have questions about any healthcare services you have received. We are here to help! Call Member Services at **888-437-0606**.

Complex Case Management

This program is for you if you have many and/or complex health issues. They also help you make goals to optimize health, improve self-management and support plans of care. If you are enrolled in this program and would like to opt out, please call Member Services at **888-437-0606**.



New Options for Managing Your Digital Medical Records

Starting in 2021, a new federal rule will make it easier for MeridianHealth members* to do all of this and more.

The Interoperability and Patient Access rule (CMS-9115-F) puts patients first by giving you control and easy access to your health information when you need it most. Complete access to your health information allows you to manage your health better and know what healthcare resources are available to you.

- Go to **www.mhplan.com**
- Click *For Members*
- Click *Michigan* and select your plan
- Go to Benefits & Coverage and select “*Interoperability & Patient Access*”



Support Your Mental Health

1 in 5 adults in the U.S. experience a mental health condition. 1 in 5 children ages 13-18 have or will have a serious mental health condition. Finding treatment and support that align with your beliefs and lifestyle can be a big step in reaching lasting mental health. Here are a few ways you can get started:

- ✓ **Talk to your provider**
- ✓ **Get a referral to a mental health specialist**
- ✓ **Work with your mental health provider to include your culture and other preferences into your treatment plan**

Meridian’s Behavioral Health staff can help you get the care you need. Call **888-437-0606** for help.



The COVID-19 Vaccine Is Safe and Effective

There is no chance of getting COVID-19 from the vaccine! You may experience some mild side effects, but that is a normal sign your body is building immunity against the virus so you have protection from COVID-19.

Visit **michigan.gov/COVID** vaccine to make a vaccine appointment. Please contact Meridian if you need help finding a ride at **800-821-9369**.

How Meridian Makes Healthcare Decisions

Meridian provider and healthcare staff make rulings based on care that is right for you and what your benefits cover. We call this Utilization Management (UM). UM is based on national standards of care developed by provider.

Meridian does not reward providers or staff for limiting your care. Our job is to make sure you get the right care for your health needs.

You can call **888-437-0606** if you have a question about your benefits, provider or any care you have asked for or received. We are open Monday – Friday, 8 a.m. – 5 p.m. When Meridian representatives answer the phone, they will greet you by telling you their name, title and that they are with Meridian.



Need Help Getting To Your Appointments?

Meridian offers a safe way to get to your appointments. You can also get paid back for gas when you or someone you know drives you to a visit.

Contact Meridian transportation at **1-800-821-9369** to learn more or schedule a ride.

Advance Directives

It’s important to have a plan in place when it comes your health. Please visit **www.mhplan.com** to find info on Advance Directives:

- Go to **www.mhplan.com**
- Click *For Members*
- Click *Michigan*
- Go to Benefits & Coverage and click on *Useful Links*



Member Handbook

For information on what’s covered, what’s not covered, and information about your plan benefits, go to **https://corp.mhplan.com/en/our-plans/** and select your plan, then select “*learn more*” under the Benefits option to access your Member Handbook.