

MONTHLY Provider Update



FEBRUARY 2022

MICHIGAN

Welcome to the Provider Update for February 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

American Cancer Society Partnership

In partnership with the American Cancer Society Meridian is here to help cancer patients, survivors, and caregivers find current and reliable information about coronavirus and COVID-19.

Please let members know that they can browse American Cancer Society online resources, contact them via live chat, or call their 24-hour helpline at **800-227-2345** for assistance.

Heart Month

February is heart month and a time to shine a light on heart disease and high blood pressure. Heart disease is

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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the leading cause of death for men, women, and people of most racial and ethnic groups in the United States.

Please see our Bulletins page for the more details.

Risk Adjustment & Clinical Documentation Webinar

Wellcare and Meridian's Quality Improvement departments are hosting an exciting opportunity to learn about Risk Adjustment and Clinical Documentation. This free, virtual webinar will help you improve patient documentation and coding practices which will ensure patients have access to adequate resources and quality care. This webinar is ideal for providers, nurses, and anyone in your practice to who codes patient diagnoses.

We are offering three webinars for your convenience. Please visit our bulletin to RSVP to the one of the three options!



OPERATIONS

Medicaid Integration

Beginning April 1, 2022, Meridian will be migrating onto new systems. You will receive more information in the mail and through your provider services representative. The current Meridian provider portal will be replaced with a new provider portal on Centene's platform, effective April 1, 2022. Registration for the new portal opens on March 1, 2022. Please register for the new portal on March 1, 2022.

In addition, our payer ID for dates of service on or after April 1, 2022 will be changing to MHPMI. Please refer to the notice regarding system updates effective April 1, 2022 for more information regarding our claims submission processes.

Member Transition Record

Do you work in a hospital or as a Discharge Planner? As a reminder! Please ensure to send a transition record to a members facility or primary care physician on the day of a members discharge through two days after discharge. This allows the member to receive the best transition of care possible. If you have questions or need assistance locating a member's PCP, please contact Meridian for assistance.

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. 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)**.

Please see our Bulletins page for the more details.

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	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 .
	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 .
	New Century Health (NCH) Partnership
	<p>Meridian is pleased to announce its collaboration with New Century Health (NCH), an oncology quality management company, to implement a new prior authorization program. The program will simplify the administrative process for providers to support the effective delivery of quality patient care.</p> <p>Beginning April 1, 2022, oncology-related infused, oral chemotherapeutic drugs/supportive agents, and radiation treatments will require prior authorization from NCH before being administered in a provider's office, outpatient hospital, ambulatory setting, or infusion center. This requirement applies to Meridian Medicaid members of all ages.</p>