

# MONTHLY Provider Update



MARCH 2022

MICHIGAN

Welcome to the Provider Update for March 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](https://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.

### Upcoming COVID-19 Vaccine Community Clinics

Though COVID-19 cases are on the decline, it remains as important as ever to ensure that as many Michiganders as possible receive the COVID-19 vaccine. You can find a list of upcoming Community Vaccine Clinics on the MDHHS website at **[Michigan.gov/coronavirus](https://Michigan.gov/coronavirus)**.



## QUALITY

### It's Time to Eliminate Hepatitis C: Focus on Screening and Treatment

Michigan Department of Health and Human Services (MDHHS) has announced a public health campaign called "We Treat Hep C," aimed at eliminating Hepatitis C Virus (HCV) in Michigan. The initiative involves increasing the number of people who are tested for HCV, increasing the

## FOR MORE INFORMATION ON THESE UPDATES:

Visit the Bulletins page on **[mhplan.com](https://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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number of providers who treat HCV, and expanding access to curative treatments. To supplement this clinical care protocol and in addition to HCV and treatment monitoring, Meridian will also send HCV testing education to Medicaid beneficiaries 18 and older.

Please see our Bulletins page for full details.

## **Provider Incentive Reporting**

Providers should anticipate receiving care gap reports for provider incentive programs in March 2022. Care gaps will be uploaded to the provider portal. Please reach out to your Provider Network Management Representative with any questions or issues accessing the provider portal to obtain your reports.

## **Osteoporosis Screening in Women**

The U.S. Preventive Services Task Force (USPSTF) recommends screening for osteoporosis with bone measurement testing to prevent osteoporotic fractures in women 65 years and older. Educate your patients on their risk for osteoporosis and the importance of completing a bone mineral density test (BMD) or adding an osteoporosis medication to their treatment plan, especially women 65 and older and those who have suffered a fracture within the last six months.

Email [MIHEDIS@mhplan.com](mailto:MIHEDIS@mhplan.com) to find out about the incentives you may be eligible for if your patients complete this screening. Visit [www.bonehealthandosteoporosis.org](http://www.bonehealthandosteoporosis.org) for patient resources, health professionals' toolkit, trainings, and free CMEs.

## **MC3 Perinatal**

The MC3 Perinatal program offers psychiatry support to perinatal providers in Michigan who are caring for women who are contemplating pregnancy, pregnant, or postpartum (up to one year). Perinatal psychiatrists are available through same-day phone consultations to offer guidance on diagnostic questions, safe medications in pregnancy and while breastfeeding, and appropriate psychotherapy. Visit [mc3.depressioncenter.org](http://mc3.depressioncenter.org) for behavioral health resources, trainings, and free CMEs.

Please see our Bulletins page for full details.

## **March is Kidney Health Month!**

Clinical guidelines recommend people with diabetes should be routinely tested to detect kidney disease. While the tests associated with kidney disease detection and diagnosis are inexpensive and widely available for routine clinic visits, fewer than 50 percent of people with diabetes get both tests. It's important that your patients with diabetes get a kidney health evaluation every year that includes both an estimated glomerular filtration rate (eGFR) and a urine albumin-creatinine ratio (uACR).

You can submit medical records or questions for the Kidney Health Evaluation for Patients with Diabetes HEDIS measure via secure email or contacting your Quality Improvement or Provider Network Management Representative.

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## **Detroit Medical Respite**

Detroit Medical Respite is taking referrals for Meridian members who are homeless, and/or lack a stable recovery environment needing recuperative services. Making a referral is easy. Call **313-556-5555** and ask for Kyra Fisher or visit **[www.DetroitMedicalRespite.org](http://www.DetroitMedicalRespite.org)**.



## **PAYMENT INTEGRITY**

### **Ambetter from Meridian Payment and Clinical Policies**

Providers should review the updated clinical and payment policies available on the Ambetter from Meridian provider resources page available at **[www.ambettermeridian.com](http://www.ambettermeridian.com)**.

### **Claims Disputes & Appeals**

Effective April 1, 2022, all claims disputes for a date of service on or after April 1, 2022 should be submitted via mail or the new secure portal at **[provider.mimeridian.com](http://provider.mimeridian.com)**.

Provider appeals (Medical Necessity Authorization Denials) will no longer be accepted via fax for dates of service April 1, 2022 and onward. Provider appeals must be submitted to the following address for review:

Meridian  
ATTN: Appeals department  
P.O. Box 8080  
Farmington, MO 63640

### **Electronic Prior Authorization (ePA) Form**

Effective April 1, 2022 the electronic prior authorization (ePA) form will no longer be an acceptable form of submission. Prior authorizations should be submitted via the new provider portal or fax. Please visit our new prior authorization website page to gain access to the secure portal and correct fax forms and numbers at **[mimeridian.com](http://mimeridian.com)**.

Drug Testing: Prior authorization will be required for the follow procedure codes for drug testing: G0481, G0482, and G0483.

Independent Labs: All providers (excludes hospitals and facilities) will need to use a participating or in-network lab. If an in-network independent or participating lab provider cannot be used, prior authorization from the health plan is required.

### **Payment Policy Updates**

Meridian continually reviews and updates our payment and utilization policies to ensure that they comply with industry standards, while delivering the best patient experience to our members. Please access our Bulletins page to view policy updates that will be implemented and going into effect on April 1, 2022.

For detailed information about the policies, please refer to our website at **[www.mimeridian.com](http://www.mimeridian.com)**. If you have questions, please call Provider Services at **888-437-0606**.

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## EDUCATION

### Training Attestation Form

Effective April 1, 2022 our training attestation process will be moving to our new website. Please visit [mimeridian.com/providers/resources/provider-training.html](https://mimeridian.com/providers/resources/provider-training.html) for details regarding how to submit your training attestation.



## OPERATIONS

### Portal Registration

Beginning April 1, 2022, Meridian will be migrating onto new systems. You will receive more information in the mail and through your Provider Network Management 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. You can also get access for your third party billers.