

Welcome to the Provider Update for June 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

### Upcoming COVID-19 Vaccine Community Clinics

Though COVID-19 cases are on the decline, it remains as important as ever to ensure 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).

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

### Health Equity

Meridian recognizes the importance of achieving health equity in all communities. Health equity is providing care that does not vary in quality or access because of personal characteristics such as gender, ethnicity, geographic location, and socioeconomic status.

Meridian wants everyone to reach their full health potential. One way providers can help is to consider members' diverse values, beliefs, behaviors, and needs in the provision of care, which is cultural competency. Cultural competency improves health outcomes and the quality of care, increases respect, and contributes to the elimination of health disparities.



## EDUCATION

### Cultural Competency Training

Please be sure to stay up to date on your required trainings, including the Cultural Competency training. The training attestation forms can be found at [mimeridian.com/providers/provider-training/annual-training.html](https://mimeridian.com/providers/provider-training/annual-training.html).

## FOR MORE INFORMATION ON THESE UPDATES:

Visit the Bulletins page on [mimeridian.com](https://mimeridian.com) via the steps below:

- Under the "For Providers" 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 or Provider Services at **888-773-2647**.

## Health Risk Assessment Webinar from MDHHS

MDHHS in partnership with the Michigan State Medical Society (MSMS) has developed a webinar for clinicians on the Healthy Michigan Plan (HMP) Health Risk Assessment (HRA) and the Healthy Behaviors Incentives Program. The webinar can be found at [msms.org/HMPHRA](https://msms.org/HMPHRA). It's available to MSMS members and non-members at no cost and is approved for up to 0.25 AMA PRA Category 1 Credit(s)<sup>TM</sup>.



## PAYMENT INTEGRITY

### Optum Address Revision

Optum has a revised mailing address, effective immediately. All mail sent to their old mailing address is being forwarded to their new address. Providers can send itemized bill reviews (IBRs) to the addresses/faxes below. This applies to all claim platforms across our entire enterprise.

- Emails can be sent to [MCA@equian.com](mailto:MCA@equian.com)
- Faxes can be directed to **800-435-2049**
- If the document needs to be mailed, please send it to the address below and email [MCA@equian.com](mailto:MCA@equian.com)

#### Standard/USPS mail:

Optum - IBR  
P.O. Box 2469  
Shawnee Mission, KS 66201-2469

#### UPS/FedEx packages:

Optum - IBR  
6860 W. 115th St.  
Overland Park, KS 66211

### CoverMyMeds

With the CoverMyMeds app, prior authorization (PA) requests can automatically start at the point of prescribing and appear in your task list along with pharmacy-initiated requests. This electronic prior authorization (ePA) solution is available for all plans and medications at no cost to providers and their staff. For additional questions please visit [covermymeds.com](https://covermymeds.com) or call **866-452-5017**.

Please see our Bulletins page to learn more.



## OPERATIONS

### Member Services Fax Number Change

Meridian has changed the Member Services main fax number. Providers should send PCP reassignments and PCP discharges to **833-667-1288**. Please discontinue sending correspondences to the old fax number as it will no longer be in service after May 1, 2022.

### Provider Portal

Effective April 1, 2022, Meridian migrated onto new systems. The Meridian provider portal was replaced with a new provider portal on Centene's platform. The portal is located on

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**mimeridian.com.** When using the portal, be sure to select the appropriate line of business and click "Go" to navigate the portal.

For more information, see the **Meridian Provider Portal Changes Webinar** bulletin or reach out to your Provider Network Management Representative.

## **Water Bill Assistance with WRAP**

Eligible, low-income households may qualify for assistance through The Water Residential Assistance Program (WRAP). This program is funded by the Great Lakes Water Authority and is administered in partnership with local community action agencies.

See our Bulletins page for additional details and a list of WRAP eligible communities.

## **2022 InterQual Criteria Implementation**

Meridian continues to utilize Change Healthcare's InterQual® criteria sets. With the updates and release of the 2022 version, Meridian will start using the 2022 criteria for dates of service on July 4, 2022 and later.