



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.

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.

Encourage your Patients to get the COVID-19 Vaccine!

To boost vaccine confidence in Michigan parents, Meridian has put together talking points and suggestions for providers to help encourage patients to get the COVID-19 vaccine.

Please visit our Bulletins page for details.

In-Person Visits

Meridian outreach teams have returned to in-person visits for our members and providers at nursing facilities, hospitals, and provider offices. Prior to any in-person visits, Meridian teams will reach out to verify in-person visits are allowed and if there are safety requirements in place. We are taking these steps to ensure our members and providers remain a top priority.

If you have questions, please reach out to your Provider Network Management Representative.



QUALITY

New HEDIS Medical Records Fax Number

Our fax number for all medical records submitted for year-round HEDIS care gaps has changed. Please use **833-667-1532**, when submitting medical records to close current HEDIS care gaps. You can also send medical records to our secure email at MIHEDIS@mhplan.com.

Please visit our Bulletins page for details.

FOR MORE INFORMATION ON THESE UPDATES:

Visit the Bulletins page on 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**.



EDUCATION

Cultural Competency Training

Please be sure to stay up to date on your required trainings, including the Cultural Competency training. You can find the training attestation forms at mimeridian.com/providers/provider-training/annual-training.html.

Please visit our Bulletins page for details.

SOGIE Training

Sexual Orientation, Gender Identity, and Expression (SOGIE) trainings will be available throughout the summer over a virtual platform. This event is free; however, registration is required due to limited capacity.

Please visit our Bulletins page for details.



PAYMENT INTEGRITY

Address for Behavioral Health Appeals

Effective immediately, please use the following address for all Behavioral Health appeals materials being sent to Centene:

Centene
13620 Ranch Road 620 N, Building 300C
Austin, TX 78717-1116

There is a mail forward in place to assist, which will stop in June 2023. At that time, any correspondence sent to the old Behavioral Health appeals address will no longer be rerouted to the new address. This change impacts any line of business which uses Centene services for Behavioral Health medical necessity appeals (not Claims appeals), including Meridian and Ambetter from Meridian.



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.

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.

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