

MONTHLY Provider Update



January 2023

MICHIGAN

Get the Monthly Provider Update by Email

Meridian will no longer be faxing the Monthly Provider Update starting mid-2023. Providers can now sign up to receive them by email on our Bulletins page.

Did you miss an update? You can also locate all Monthly Provider Updates and supplemental bulletins on the Bulletins page.

To sign up or to view updates and bulletins, **visit mimeridian.com/providers/bulletins.html**.



OPERATIONS

Grievance and Appeals Address Change

The member appeal and grievance mailing address has changed as of 1/1/2023. The new address is:

Meridian Michigan
P.O. Box 10353
Van Nuys, CA 90410-0353

2023 Provider Manual

The 2023 updates to the Provider Manual will be available soon on the **Manuals, Forms, and Resources page**. The Meridian Provider Manual is updated on a regular basis. The most recent version of the manual can be accessed on Meridian's provider website.



PHARMACY

Pediatric Sickle Cell Disease Program: Antibiotic Fill Extensions

Updated antibiotic fill extensions for Penicillin and Amoxicillin are now covered by all Medicaid health plans. Please visit our Bulletins page for full details.

Hepatitis C Virus Program

The recommended treatment for the Hepatitis C Virus (HCV) is Mavyret, which can be dispensed in 8-week supply. Providers who have prescriptive authority can prescribe Mavyret to their patients with a positive HCV diagnosis. Prior authorization is not required for Medicaid. Please see our Bulletins page for full 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.



PAYMENT INTEGRITY

Medicaid and Medicare-Medicaid Plan (MMP) Claim Status

To obtain general claim status, please utilize the Provider Portal at provider.mimeridian.com. Meridian does not provide general claim status over the phone. Portal admins can grant billers additional access to the portal to obtain claim status. As a secondary option, Medicaid providers can call **1-888-773-2647** and MMP providers can call **1-855-323-4578**. Please utilize the IVR prompts to obtain general claim status.



QUALITY

New Language Assistance Tool Available

The Patient Communication Assessment tool can be used in person to assist members with language accessibility. You can find the downloadable tool in this month's supplemental materials, and it will be permanently available on our **Manuals, Forms, and Resources page**. You can also review Meridian's Cultural Competency Training booklet, accessible on the Annual Training page for education information on the provision of language services.

Annual Service Area Population Data Update: Languages Spoken

Meridian shares service area population data on language needs with providers on an annual basis. This data is intended to be utilized by providers to enhance their knowledge of the Meridian population they serve. Language data is presented for the entire January 2023 Meridian population, then broken out in alphabetical order by county. You can find this report on our Bulletins page.

Telephonic Interpretation Services

As a courtesy to Meridian's network of providers serving members who speak different languages, Meridian offers interpretation services free of charge. A provider may call Meridian Member Services at 888-437-0606 to obtain language interpretation services. If a member is hearing or speech impaired, TTY/TDD services are available by calling the Michigan Relay Service at 7-1-1, 24 hours a day, seven days a week.