

## Get the Monthly Provider Update by Email

Providers can now sign up to receive monthly updates via email by filling out the form on our Bulletins page.

**Did you miss an update** or want additional details about an ongoing reminder? You can locate Monthly Provider Updates from previous months and applicable supplemental bulletins in the **archive section of the Bulletins page**.

Please be sure to regularly check the **Bulletins page** on **mimeridian.com** for important **Medicaid and Medicare-Medicaid Plan (MMP)** provider updates. Policy changes, fee schedule updates, and urgent notices are posted throughout the month.

As a reminder, this newsletter is for **Medicaid and Medicare-Medicaid (MMP) notifications only**. For direct access to the **Ambetter from Meridian** and **Wellcare** provider notifications, there are links at the top of the Medicaid/MMP bulletins page to the Ambetter and Wellcare bulletins pages.



## EDUCATION

### **New: Annual Provider Satisfaction Survey – Save the Date!**

Our annual provider satisfaction survey **will launch later this month** and we hope you'll take a moment to share your feedback. This survey serves as the foundation for key improvement initiatives that we undertake each year, and **your feedback is critical to making sure we address the right issues**. We look forward to learning about how we can continue to improve your experience in doing business with us. **Please keep an eye out for our survey in the coming weeks.**

### **New: Maternal Health Program Pilot**

Meridian has initiated a pilot program in Wayne, Flint, and Tuscola Counties to **support Maternal Health and offers additional services to support pregnant patients** and their families. Please have your patients contact Meridian to take advantage of this program. Please **see the flyer on the Bulletins page** for more.

### **Ongoing Reminders:**

#### ***Monthly Provider Webinars***

Meridian is excited to announce a **Provider Network Monthly Webinar Series**, taking place **on the first Wednesday of the month from 9am-10am EST**. The Provider Network Team will discuss various topics and is open to both participating and non-participating providers. Please see the flyer on the bulletins page for more information and the directions to access the webinar (Zoom). If you have any questions, please reach out to your Provider Network Representative. The next webinar is **Wednesday, September 6th**.

#### ***Cultural Competency Training***

Please be sure to stay up to date on required trainings including Cultural Competency training! You can find the training attestation forms at **mimeridian.com > Providers > Provider Training > Annual Training**

### **FOR MORE INFORMATION ON THESE UPDATES:**

You can 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 via email

You can also contact your local Provider Network Management Representative or Provider Services at 888-773-2647.



## OPERATIONS

### **New: Provider Relations Intake Form**

Effective July 17th, 2023, Meridian Network Team introduced **a new intake communication form** that will allow a streamlined approach to assisting our providers. The new communication tool will allow providers to make an inquiry via our website for an array of issues. **We want your feedback!** Please tell us about your experience with the new process by filling out our survey. You can find a link to the survey on the bulletins page or on the **Provider Relations Intake Form page** under **Provider Resources** on **mimeridian.com**.

### **New: Vision Benefit Status**

The Meridian Medicaid Contact Center is offering a **new Vision Eligibility process for all providers**. Starting **August 1<sup>st</sup>, 2023**, all providers can submit a copy of the Vision Eligibility Form to the [VisionStatus@mimeridian.com](mailto:VisionStatus@mimeridian.com) email for all Medicaid Member population vision eligibility needs. See the **Bulletins page** for a link to download the Vision Eligibility Form or find it on the **Manuals, Forms, and Resources** page under **Provider Resources** on **mimeridian.com**

### **Ongoing Reminders**

#### ***Appeal Cover Letter Requirement***

**Effective August 14<sup>th</sup>, 2023, providers will be required to utilize Meridian's appeal cover letter** when submitting appeals for consideration. If you have any questions, please contact your Provider Network Representative.

#### ***PALS VRI Services***

Meridian will **transition On-Demand Video Remote Interpreting (VRI) services to PALS International** on September 5, 2023.

#### ***Michigan Medicaid Redetermination***

The Michigan Department of Health and Human Services (MDHHS) resumed conducting the annual renewal process on April 1 and notifications have started being sent to enrollees. **Please assist us by directing any Medicaid recipients in your care to [Michigan.gov/MIBridges](http://Michigan.gov/MIBridges) to verify their demographic information** and the date of their three-month renewal window.

#### ***New Payment Policies***

Meridian will be implementing new payment policies effective this July. Please review Meridian's bulletin page for additional information or contact your Provider Network Representative.

#### ***Provider & Practice Demographic Updates***

As a reminder, please update Meridian when demographic changes occur. Updates can be made using our **Demographic Update Tool** on **mimeridian.com**. Please visit our **Bulletins page** for full details.

#### ***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**. For Medicaid Providers, utilize the IVR prompts to obtain general claim status. Please have the member's Medicaid ID available to utilize the IVR.



## PHARMACY

### Ongoing Reminders:

#### **Pharmacy Termination- Diabetic Supplies**

**Healthy Medical Living Supply Pharmacy is terminated** from the CVS pharmacy network effective June 26, 2023. For members that receive a prescription for Advocate diabetic testing supplies such as lancets, test strips, or control solution, **J&B Pharmacy** or **CVS Mail order pharmacy** will need to be used. Providers should forward electronic prescriptions to those pharmacy providers. **J&B Pharmacy** can also be reached by phone at **1-888-611-2941**. Meridian has also **added OneTouch Verio diabetic supplies to formulary** to be filled at any participating pharmacy provider.

#### **Hepatitis C Virus Program**

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

#### **Pediatric Sickle Cell Disease Program**

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



## QUALITY

### New: Hypertension Support

Members qualify for free blood pressure cuffs to use at home. Please ask your patients if they need one and prescribe a BP cuff.

### Ongoing Reminders:

#### **New Z-Code Provider Incentive Program**

Meridian recognizes that health care goes beyond standard testing and treatments and includes screening patients for social determinants (SDoH) that may be having a negative impact on their health. To reward providers for this work, Meridian is pleased to share our **new Z-Code SDoH Provider Incentive Program. Effective June 1, 2023**, providers are eligible to **receive incentives for screening patients for SDoH needs**. Please see the flyer on our bulletins page for more information.

#### **Updated MDHHS Lead Testing Guidelines**

Lead poisoning can cause developmental, behavioral, and health concerns in young children. CMS requires that children enrolled in Medicaid be tested at 12 and 24 months of age. If a child did not have a blood lead test complete previously, they should be tested between 36 and 72 months of age. **Michigan Department of Health and Human Services (MDHHS) has revised the standards for the retesting children when the blood level test result is above 3.5 µg/dL**. Please see the MDHHS website for further details and guidance <https://www.michigan.gov/mileadsafe>.

#### **Updated Clinical Practice Guidelines**

Please review Meridian's updated clinical practice guidelines on our website. All updates are outlined at the bottom of the clinical practice guidelines grid. For Medicaid, Meridian has retired the adoption of MQIC guidelines. For more information, please visit our website at

<https://www.mimeridian.com/providers/quality-improvement/practice-guidelines.html>.

#### **Medicare-Medicaid Plan (MMP) Dedicated Care Management**

**All MMP members have a dedicated care manager** who is a registered nurse or licensed social worker assigned to **support them with their health care needs**, navigating the health care system, and assisting with resources for SDoH needs. For more information, please reference the flyer on our bulletins page. You can also call **1-855-323-4578** or contact your Provider Representative.

#### **Affordable Connectivity Program**

The Affordable Connectivity Program provides a **qualifying household with up to \$30 off their monthly internet bill**. Please **spread the word** and help Medicaid recipients stay connected for work, school, health appointments and more by directing them to call the ACP Support Center at **877-384-2575** or visit <https://www.fcc.gov/acp> to learn more about the program and eligibility requirement.