

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.

MI Market Updates (Medicaid and MMP)

Meridian MCS Claim System Retirement

As previously communicated, Meridian has migrated to a new claim processing system on April 1, 2022. All claims for dates of service on or before March 30, 2022, have continued to process in our legacy system known as MCS. Timely filing limits for MCS applicable claims expired April 1, 2023. Consequently, **Meridian will retire the MCS claim system effective September 30, 2023**. Providers should be mindful of the guidelines outlined below if seeking resolution of any outstanding MCS applicable claims. See bulletins page for more details.

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**.

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> for Medicaid CPGs, <https://mmp.mimeridian.com/provider/training-and-education/clinical-practice-guidelines.html> for MMP.

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.

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, October 4th**.

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**

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.



Meridian Updates (Medicaid Only)

Vision Benefit Status

The Meridian Medicaid Contact Center is offering a **new Vision Eligibility process for all providers**. Starting **August 1st, 2023**, all providers can submit a copy of the Vision Eligibility Form to the 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

Appeal Cover Letter Requirement

Effective August 14th, 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 (Medicaid)

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](https://michigan.gov/MIbridges) to verify their demographic information** and the date of their three-month renewal window.

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.

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>.



MeridianComplete Updates (MMP only)

Medicaid and Medicare-Medicaid Plan (MMP) Claim Status

To obtain general claim status, please utilize the Provider Portal at provider.mimeridian.com.

MeridianComplete 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.

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.

MDHHS MI Health Link Survey Initiative

The Michigan Department of Health and Human Services **is seeking feedback from providers and organization representatives** who offer physical health and long-term services and support to participants in the MI Health Link program.

The survey should take about 10 minutes to complete. Please complete the survey by September 22, 2023.

We will not share your responses – they will only be reported in aggregate form with the responses of other providers.