

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**.



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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.

Meridian Medicaid and MMP Updates

Cultural Competency Training

To accommodate the needs of diverse populations, it is **important for providers and their staff to annually participate in ongoing training and education efforts**. Cultural Competency/ADA training provides important information to support providers in caring for Meridian members. All providers, contract and those intending on contracting, with Meridian **must complete this training on an annual basis**. You can find the training attestation forms at **mimeridian.com > Providers > Provider Training > Annual Training**

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 has retired 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 Portal

Providers can access member eligibility, claims, prior authorizations and much more 24/7 on the Provider Portal! To register, visit Meridian's website at: <https://www.mimeridian.com/providers.html> and select "login/register". If you have additional questions, please reach out to your Provider Network Representative.

Healthy Living Medical Supply Diabetic Testing Coverage Update

Healthy Living Medical Supply Pharmacy is terminated from the CVS pharmacy network for diabetic testing supplies effective June 26, 2023. Please note that Healthy Living Medical Supply is still in network for durable medical equipment. For members that used Healthy Living Medical Supply for their diabetic testing supplies, please see the bulletins page for more details and next steps.

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

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.

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, November 1st**.

Meridian Medicaid Only



Medicaid Appeals

Effective 10/01/2023, providers can now **submit their claim appeals through their provider portal!** Please see the bulletins page for more information or contact your Provider Network Specialist.

Chronic Kidney Disease (CKD) Identification Practices

Educate your staff on the importance of **working together to identify and manage patients with CKD**. Consider pre-visit planning, pre-defined protocols, use your EHR to identify patient-specific education, promote Patient Portal use if available, send reminders to patients for preventative and follow up care. **The National Kidney Foundation's Change Package contains lots of great tools and strategies for quality improvement**. For more information please see: **<https://www.kidney.org/contents/chronic-kidney-disease-change-package>**

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 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.

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>.

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.

MeridianComplete 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.

Looking for updates specific to Ambetter from Meridian or WellCare?

For important provider updates on our Exchange or Medicare plans visit:

- Ambetter from Meridian (Exchange) www.ambettermeridian.com/provider-resources/provider-news
- WellCare (Medicare) <https://www.wellcare.com/en/michigan/providers/bulletins>

Or you can follow the links from our Meridian bulletins page at:

<https://www.mimeridian.com/providers/bulletins.html>



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