

MONTHLY Provider Update



July 2024

MICHIGAN

Go Paperless! 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? You can locate Monthly Provider Updates from previous months and applicable supplemental bulletins in the **archive section of the [Bulletins page](#)**, or see full details of any ongoing reminders on the **new [Ongoing Reminders 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.

Upcoming Webinars and Events

Monthly Provider Webinars:

- Wednesday, August 7
- Wednesday, September 4

Bi-Weekly Provider Orientation Webinars:

- Thursday July 25
- Tuesday August 13
- Thursday August 22

2024 MI Provider Workshop – Okemos, MI

Who: Providers, Office Support Staff, Billing Departments

When: Thursday, August 22, 2024 | 8:30 am to 2:00 pm EST

Where: Okemos Event Center

2187 University Park Dr., Okemos, MI 48864

RSVP: bit.ly/provider-workshop-RSVP

Additional Details and Links to Webinar available on our [bulletins page](#).



New Updates

Michigan Meridian and MeridianComplete (Medicare-Medicaid Plan)



EHR Access for HEDIS Care Gap Closure

Did you know you can partner with our Quality Abstraction team for HEDIS care gap closure? Providing our highly trained staff access to your EHR system can increase accuracy of submitted data and HEDIS scores, reduce the time spent by your office staff responding to fax requests, and reduce costs associated with vendors and available staff. For information regarding setting up access, and applicable HEDIS measures, please reach out to mihedis@mhplan.com.



Utilizing CAQH as Source of Truth for Credentialing Contact Information

Our credentialing specialists rely on the “Primary Credentialing Contact” details from a practitioner’s CAQH Provider Application for any necessary outreach. It is crucial that practitioners keep the “Primary Credentialing Contact” or the “Office Manager or Business Office Staff Contact” information up to date for each location in their CAQH Provider Application. Credentialing specialists will not seek this information from any other source during outreach. Please see the bulletins page for form examples and more details.



Closing HEDIS Gaps

Meridian offers many solutions to support you in providing preventive care to your patients and closing HEDIS gaps! Some examples include:

- Community Health Workers and Patient Care Advocates can work directly with your patients to help schedule appointments, arrange transportation, and perform SDoH assessments
- Providing home test kits and partnering with in-home vendors to complete preventative services
- Bone Density Testing equipment loaner program for use in your practice
- Member and Provider Incentive programs for completing services



Michigan Medicaid Updates



Improving Pressure Injury (PI) Prevention and Management

Pressure injuries (PIs) affect patients worldwide, with significant implications for healthcare workers. PIs acquired or exacerbated at any point during a patient's hospital stay are typically referred to as hospital-acquired pressure injury (HAPI) and reported as indicators of quality of care. As a common yet dangerous hospital-acquired complication, understanding how healthcare workers learn and implement evidence-based practice in the detection of PIs is critical. Please see our bulletins page for more.



Medicaid Prior Authorization for Pemivibart

Codes M0224 (intravenous infusion pemivibart) and Q0224 (injection, pemivibart) will now require Prior Authorization effective 10/1/2024, based on the guidance found in MDHHS Bulletin MMP 23-27. Please see our bulletins page for a direct link to the MDHHS bulletin for more information.



Provider Satisfaction Survey

Our annual provider satisfaction survey will launch later this summer and we hope you'll take a moment to share your feedback. Please keep an eye out for our survey in the coming weeks.



Medicaid Crib and Car Seat Program

Meridian is proud to announce a new Crib and Car Seat Incentive for Medicaid members. Any member who has given birth or will be giving birth after March 1, 2024 is eligible to receive a car seat and crib.



Intravenous Hydration Education

Intravenous infusion hydration billing (CPT codes 96360 and 96361) has specific documentation requirements and may require additional review. Please see our memo posted on the bulletins page for additional details that can enhance billing accuracy and compliance with industry standards.



Medicaid Diabetic Supply Information Reference Guide

Previous bulletins and/or communications from Meridian in May and June highlighted specific diabetic supplies, and indicated these supplies were covered by the member's pharmacy benefit. We have created a resource to provide clarification on the specifics of coverage for diabetic supplies and any prior authorization requirements, you can find this guide on our bulletins page.



Michigan Medicare-Medicaid Plan Updates

Questions about MeridianComplete's Quality Programs?

You may request a complete copy of MeridianComplete's quality improvement program, annual quality program evaluation, and clinical practice guidelines by calling the Quality Department at 1-855-323-4578 (TTY: 711), Monday through Friday, from 8 a.m. to 8 p.m.



In Case You Missed It



Additional details can be found on our [Ongoing Reminders Page](#)

- **Change Healthcare Outage Updates** – Our efforts to mitigate disruption and resolve system outages are ongoing, please see centene.com/change-healthcare/ for the most up to date resources.
- **NOC Codes** - Before submitting an unlisted or NOC code(s), ensure Medicaid does not have an established CPT/HCPCS code, and include the following all applicable clinical documentation and pricing information in your submission. You can find resource links on the Ongoing Reminders page.
- **Inpatient Admission Form:** Providers should begin using the inpatient authorization form housed on the Manuals, Forms and Resources page (under Provider Resources) when requesting an inpatient authorization
- **Claims Address Reminder:** Our Detroit office is no longer processing mailed claims, any mailed claims sent to our Detroit address will be returned. For prompt claims processing please be sure to update your billing office records to the address found on our website.
- When experiencing **an upfront system rejection due to member's eligibility status** while having an authorization/approved service, **providers can submit a claim payment escalation through the Claim Reconsideration workflow on the Provider Portal**, or through your provider relations representative.
- **Effective 6/1/2024, we began our Oncology Quality Management Program and Cardiology Management Program under Evolent (formerly New Century Health).** Please see the Bulletins page for the previously published announcement and Frequently Asked Questions documents for each program.
- As a reminder, **please update Meridian when demographic changes occur.** Updates can be made using our [Demographic Update Tool](#) on mimeridian.com.