

Meridian Member Newsletter

ISSUE 1 | 2024



mimeridian.com



Cribs and Car Seats from Meridian

All Meridian members who are pregnant or who had a baby on March 1, 2024, or later are eligible for a FREE safety-endorsed convertible car seat and Pack n' Play. The Pack n' Play can be used as a crib and includes a bassinet for safe sleep.



Please reach out to notify us of your pregnancy today. Call us toll-free at **1-888-437-0606 (TTY: 711)**, Monday through Friday, from 8 a.m. to 6:30 p.m., Eastern time.

You must be in your third trimester before the crib and car seat can be ordered. All orders take up to four weeks. Orders can be delivered or drop shipped at a location of the member's choosing.





Fraud, Waste, and Abuse

Healthcare fraud is a crime that affects us all. You should review the information on the Michigan Department of Health and Human Services-Office of Inspector General (MDHHS-OIG) website to find common schemes that might affect you or your loved ones.



If you feel you have been a victim of healthcare fraud, contact MDHHS-OIG or Meridian for help:

michigan.gov/mdhhs/doing-business/providers/providers/billingreimbursement/fraud



Member Rights and Responsibilities

You have rights and responsibilities as a Meridian member. Our staff and providers must respect your rights. A list of Member Rights and Responsibilities are in the Member Handbook.

You can find a copy of the Member Handbook at mimeridian.com by clicking on Medicaid, then Member Resources. Please call **1-888-437-0606** (TTY: **711**) if you want a printed copy mailed to you or if you have questions.



Update Your Info

Meridian knows that life happens. We want to be there to help you the best way we can. Please be sure to update your address, phone number, and email address with the state. The best way to update your information is:

- Online at **michigan.gov/MIBridges**.
- If you do not have an online account for MI Bridges to access your Medicaid case or report changes, visit **michigan.gov/MIBridges** to sign up.
- You can also call your local MDHHS office. Visit the MDHHS County Office webpage at **michigan.gov/mdhhs/inside-mdhhs/county-offices** to find your local office.
- You can call Meridian to update your information, but it will only be a temporary change. It will not be a permanent change.



Foster Youth in Michigan

On April 1, 2024, Meridian launched the Foster Care Case Management program. The Michigan Department of Health and Human Services (MDHHS) has updated the Initial Medical Examination Protocol for foster youth in Michigan. This update requires all children in foster care ages 20 and younger get a full medical exam and screening. The exam must be completed by a primary care provider (PCP) to identify any potential mental health issues within the first 30 days of being in foster care.



If you are a Meridian member in foster care, you'll have a dedicated team of care management staff, including service coordinators, case managers (these will be registered nurses [RNs]), behavioral health service coordinators, and community health workers. Your team will connect you to needed providers and community resources.



Meridian and Your Prescription Needs

Meridian has contracted with CVS, a pharmacy benefit manager (PBM), to manage your pharmacy benefit. With direction from the State of Michigan, Meridian uses clinical help from providers, pharmacists, and other healthcare experts to come up with a safe drug list called a *formulary*.

The Meridian formulary is a generic plan. This means that generic drugs are given instead of brand name drugs when possible. Meridian covers many drugs without restrictions. Some drugs have limits or restrictions. Here are some types of limits you will see on the formulary:

- Prior authorization (PA): Your provider gives us facts about your health and why you need the drug. The drug must be reviewed and approved by our pharmacy team before it can be filled.
- Step therapy (ST): A first-line drug must be tried before you can get a different drug for the same reason.
- Quantity limits (QL): A limit on how much of a drug you can safely take each month.

Your provider needs to fill out a PA form and send it to Meridian if you need a drug that has a PA limit. An exception form is required if you need a drug that is not on the formulary. Your provider can find these forms on our website at **mimeridian.com**.



Meridian does not cover drugs for:

- Cosmetic purposes
- Sexual dysfunction
- Experimental purposes
- Drugs that are not licensed in the United States.



You can see the Meridian formulary at **mimeridian.com** by clicking *Member*, *Medicaid plan*, then *Benefits and Services* under Pharmacy or call Member Services at **1-888-437-0606** (TTY: **711**) for a printed copy. Call the pharmacy help desk at **1-866-984-6462** (TTY: **711**) if you have any questions about drug coverage.



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Vaccines are Safe and Effective

Getting your child vaccinated helps protect them from serious childhood diseases. You can protect your child against a total of 14 serious diseases, such as measles and whooping cough (pertussis), by staying up to date on your child's vaccines (shots). Vaccines are always tested to make sure they are safe. Vaccines work best when kids get their shots at the right ages.



Visit [cdc.gov/vaccines/parents/why-vaccinate](https://www.cdc.gov/vaccines/parents/why-vaccinate) or [ivaccinate.org](https://www.ivaccinate.org) for more information about safe and effective vaccines for your child.



Need help with transportation (rides) to a medical appointment? Missing just one visit can cause your child to fall behind on their vaccines. Meridian offers a safe way to get to your appointments. Call Meridian transportation services at **1-800-821-9369** (TTY: **711**) to learn more or schedule a ride.



Meridian complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Meridian does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Meridian:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Meridian's Grievance Coordinator.

If you believe that Meridian has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Meridian's Grievance Coordinator. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Meridian's Grievance Coordinator is available to help you.

Mail: Meridian
Attn: Grievance Coordinator
P.O. Box 10353
Van Nuys, CA 90410-0353
Telephone: 888-437-0606 (TTY users should call 711)
Fax: 833-669-1734
Email: medicaidgrievances@mhplan.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.