

Meridian Medicaid Newsletter

ISSUE 2 | 2024



mimeridian.com



Meet Mae

Mae is a digital health platform dedicated to improving the pregnancy experience through physical and emotional support. Mae offers pregnancy health tracking tools and local doula services during the prenatal (before birth), labor, delivery, and postpartum (after birth) periods.

Doulas are trained professionals who work alongside healthcare providers. They help pregnant individuals advocate for themselves and can provide essential support during pregnancy. Doulas offer guidance on birth plans, pregnancy education, emotional support, fitness and nutrition, labor, breastfeeding, and postpartum prep.



Mae understands that who you are influences the care you need. Doulas can help ensure that your needs are prioritized. If you're pregnant, you can learn more and create a free account at **JoinMae.MeetMae.com**. You can also follow **@maehealthinc** on Instagram and X (formerly known as Twitter) for updates!



Don't Wait — Get Tested!

Meridian reminds you to get tested regularly for sexually transmitted infections (STI), as some infections show no symptoms. Sexually active adults should talk to their providers about STI risks and testing.

If you test positive, don't worry — treatment options are available. Early treatment is crucial, as some STIs can lead to long-term health issues. Pregnant individuals should be tested for STIs in both the first and third trimesters to ensure treatment before delivery. That's because STIs can affect your baby during birth. Talk to your healthcare provider if you have questions.

One STI to look out for is hepatitis C. Hepatitis C, or hep C, is a liver infection caused by the hepatitis C virus. It spreads through contact with infected blood. Many people with hep C don't feel sick and may not know how they were exposed. When symptoms appear, though, they can be serious. Chronic hep C can lead to life-threatening conditions like liver disease, cirrhosis, and liver cancer. All adults should be tested once in their lifetime and during each pregnancy.



Meridian's Transportation Benefit

Meridian provides free transportation (rides) for provider visits, lab visits, non-emergency hospital services, pharmacy services, dental services, and other Medicaid-covered services. In some cases, we may provide bus tokens. If you have a car or someone else to drive you, we will pay you back for gas (called mileage reimbursement).



Please call Meridian at **1-888-437-0606** at least 72 hours before your appointment to schedule your trip.



If requesting mileage reimbursement, members and individual drivers must register with SafeRide. Visit **saferidehealth.com/meridian** to sign up. You need to sign up at least five business days before requesting a ride.



Meridian members can also be paid back for any money spent on meals or lodging while traveling to get medically necessary services. To be paid back, you must fill out a meals and lodging claim form. You can request same-day transportation for an urgent non-emergency appointment. Visit **saferidehealth.com/meridian** for more information on your transportation benefit.



Meridian's Quality Improvement Program

Meridian's Quality Improvement Program (QIP) aims to improve our health plan. In particular, Meridian's program aims to:

- Improve the health of our members.
- Ensure that members get the right care in the right setting.
- Improve member well-being.
- Support pregnant members and their babies.
- Address racial and ethnic gaps in healthcare.
- Help members manage their chronic conditions.
- Partner and work within members' communities.
- Meet members' cultural and language needs.
- Help members manage their chronic conditions.
- Partner and work within members' communities.
- Meet members' cultural and language needs.



Telehealth

Telehealth / telemedicine care is a convenient way to get care for a variety of common illnesses and mental health needs without having to go to the emergency room or urgent care. For non-emergency issues, including the flu, allergies, rash, upset stomach, other illnesses, and mild to moderate mental healthcare, you can connect with a provider through your phone or computer. Telehealth lets you receive care where you are when you need it. Providers can diagnose, treat, and even prescribe medicine, if needed. Call your provider's office to see if they offer telehealth services or contact Member Services for more information.



Fall is the Time to Vaccinate!



Autumn is a great time to get caught up on any needed vaccines (shots) and to get seasonal shots for things like influenza (flu) and COVID-19. Here are some important vaccines to get:

Childhood Vaccinations

Back to school means exposure to germs. Protect your child by making sure they have all their needed shots. Your provider will be happy to schedule a wellness visit to update your child's vaccine records.

Flu Season

Now is the best time to get your flu shot. This vaccine will protect you from getting the flu and will help keep you and your loved ones safe and healthy this season.

COVID-19

Continue to stay safe post-pandemic by boosting your immunity to COVID-19. Most people can even get their flu and COVID shots at the same time at their local pharmacy. Talk to your provider about what's right for you.



777 Woodward Ave., Suite 700
Detroit, MI 48226

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SDOH Assessment

Social determinants of health (SDoH) are non-medical factors that can affect your health, such as access to healthy food, safe housing, and transportation. Meridian’s community health workers can help you get resources in your local community. Complete an SDoH assessment to let us know how we can best support you.



To complete the assessment online, simply scan the QR code with your smartphone or tablet and log into the member portal. If you have not used the portal before, you will need to create a new account using the member ID number on your ID card.

From the home screen, click on the link “Let Us Know” under “Medical Information” on the left-hand side. Scroll down to the SDoH survey and click the “Fill Out Now!” button. The assessment takes less than five minutes to complete. Someone from Meridian will reach out to you if we find you have an SDoH need.



If you prefer to do your SDOH assessment over the phone, please call member services at **1-888-437-0606** (TTY: **711**).

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

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 Member Services.

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 (including pregnancy, sexual orientation, and gender identity), you can file a grievance with our 1557 Coordinator. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our 1557 Coordinator is available to help you.

Mail: 1557 Coordinator
P.O. Box 31384
Tampa, FL 33631

Telephone: **1-855-577-8234** (TTY users should call **711**)

Fax: **1-866-388-1769**

Email: **SM_Section1557Coord@centene.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

1-800-368-1019, 1-800-537-7697 (TDD)

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

This notice is available at Meridian website:

<https://www.mimeridian.com/members/medicaid/resources/faqs.html>

