

## How Meridian Makes Healthcare Decisions

Meridian provider and healthcare staff make rulings based on care that is right for you and what your benefits cover. We call this Utilization Management (UM). UM is based on national standards of care developed by providers.

Meridian does not reward providers or staff for limiting your care. Our job is to make sure you get the right care for your health needs.

You can call **888-437-0606** if you have a question about your benefits, provider or any care you have asked for or received. We are open **Monday – Saturday, 8 a.m. – 6:30 p.m.** When Meridian representatives answer the phone, they will greet you by telling you their name, title and that they are with Meridian.

## Access to UM Staff

Reach out to our Utilization Management staff if you have questions about any healthcare services you have received. We are here to help! Call Member Services at **888-437-0606**.



## Meridian's Provider Directory

You can find Meridian's provider and hospital directory online at **www.mhplan.com**.

You can also ask for a printed copy of Meridian's provider and hospital directory by calling Member Services at **888-437-0606**.



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# HEALTH NEWS

## Protect Your Family with the Flu Vaccine

### Each year:

- **Millions** of people get the flu
- **Hundreds of thousands** go to the hospital due to the flu
- **Thousands** of people die from the flu

The flu shot protects you and those around you from the flu, including babies who are too young for vaccinations. Experts recommend the flu vaccine for everyone six months and older.

### Plan Ahead

It takes two weeks for your body to protect itself from the flu after you get a flu shot. Talk to your provider to learn more.



Source: Centers for Disease Control and Prevention, "Key Facts About Seasonal Flu Vaccine," [www.cdc.gov/flu/prevent/keyfacts.htm](http://www.cdc.gov/flu/prevent/keyfacts.htm)

## Tips to Help You Complete Your Health Screenings Today

**Fear, anxiety and discomfort may stop people from completing necessary health screenings. Below are tips to help reduce your anxiety:**

- Schedule your appointment for first thing in the morning
- Reduce your fear by discussing any needed screenings and tests with your provider
- Breathe deeply and think positive thoughts while completing your test
- Find ways to distract yourself and remain calm in the waiting room
- Bring a family member or friend to the appointment, if possible

Regular health exams and tests can help find problems early, when your chances for treatment and cure are better or even before the problem starts. Getting the right health checkups, such as a cervical cancer screening or a colonoscopy, means you're taking steps toward living a longer, healthier life. Check in with your provider regularly to ask questions about your health, discuss medications you're taking and follow up on test results.

# MeridianHealth's Special Healthcare Programs

Meridian offers special healthcare programs to make sure you get the care and info you need to stay healthy! Check out some of our programs below:

## Care Coordination

The Care Coordination program focuses on you and your needs. Our Care Coordinators can help with:

- Health conditions
- Behavioral health needs
- Stopping smoking
- Weight management
- Pregnancy

We link you to services and resources near you to help improve your health. We also help set up care with your care team and providers. We want to give you and your providers the tools you need to improve your health and quality of life.

## Complex Case Management

This program is for you if you have many and/or complex health issues. With personal attention and intensive care coordination, your Complex Case Manager works with you to make sure you get the care you need. They also help you make goals to optimize health, improve self-management and support plans of care. If you are enrolled in this program and would like to opt out, please call Member Services at **888-437-0606**.

## Disease Management (DM)

The DM programs help you stay healthy and manage your chronic diseases. Our DM programs include care for those who have:

- Asthma
- Diabetes
- Heart disease
- Congestive heart failure
- COPD

### DM members get:

- A welcome packet
- Info about your health issue
- Tips for managing your overall health
- DM newsletters
- Reminders to get preventive care to stay healthy
- A referral to a Care Coordinator if you need more help

## How do I become a part of a special healthcare program?

- Your provider can refer you to a program
- Refer yourself by calling **888-437-0606**
- Sign up using My MHP. My MHP is our secure, member-only online portal. Visit [hpmember.atlascomplete.com](http://hpmember.atlascomplete.com) to learn more
- You may be signed up automatically when we pay a bill related to your lab test, medicine or office visit

If you are in need of medical, specialty or behavioral healthcare services, reach out to your Primary Care Provider (PCP). If you are unsure who your PCP is, call Member Services at **888-437-0606**.

# Quality is Our Passion and Our Commitment



**Our Quality Improvement Program (QIP) aims to improve the services and safety of the care you get!**

Meridian places great focus on meeting the different needs of every member. Every year we try to make sure we meet our members' language needs. Meridian found that over 99% of our members have a provider in their county who speaks their language. Meridian can also work with you if you need a translator.

We have Disease Management and wellness programs that can help improve our members' health. The programs teach members about things like asthma and diabetes through mailings and phone calls. Doing this helps our members become healthier. We encourage you to continue to complete your health screenings so you can stay healthy.

Meridian has wellness programs, such as the "New Beginnings" smoking cessation program and Weight Watchers. Sign up or get more info by calling Member Services at **888-437-0606**.

We want to hear from you! Meridian's goal is to make sure our members are happy. Please call Member Services at **888-437-0606** if you have questions or concerns. According to our 2019 preventive measure rates and member survey results:

### Member successes:

- **84%** reported excellent customer service
- **80%** reported the health care they received was favorable
- **93%** reported their provider treated them with courtesy and respect
- Women's Care Visits had a 5% increase in completion
- Pediatric Care Visits had a 7% increase in completion
- Members are reporting that their asthma, diabetes and chronic obstructive pulmonary disease (COPD) symptoms aren't as severe
- There was an increase in members who found Meridian's newsletters useful and easy to understand

### Areas we are working to improve on:

- Increase preventive baby appointment accessibility for our members
- Increase immunization completion through community partnerships
- Increase shared decision making between providers and members and/or caregivers
- Increase communication with members and their family members
- Increase members' understanding of important health issues
- Allow for more time to gather survey data from members and use many forms of outreach for surveys
- Find other ways to get health info to members, like through email, online portals or phone applications
- Update our website to be more user-friendly
- Start different pilot programs for specific chronic conditions, such as diabetes and COPD