



1 Campus Martius, Suite 700  
Detroit, MI 48226

888-437-0606  
TTY: 711  
mimeridian.com

Dear Member,

MeridianHealth is excited to share with our members a new look and feel starting in April 2022!



We will also be updating our name from MeridianHealth to just Meridian. We want to make sure you are aware of other exciting changes coming up like:

- An updated website. After April 1, 2022 visit **mimeridian.com** to find a primary care provider (PCP) or other view other important things like your member handbook. You will also be able to get to the new member portal through this site or by visiting **member.mimeridian.com**
- A new ID card with our new logo and your new BIN and PCN for your pharmacy needs
- A new Provider Directory to connect you with the care you need
- A new Pharmacy Benefits Manager – Beginning in April 2022, CVS will be connecting you with the pharmacy care you need

We also encourage you to follow us on social media. Visit our pages at **facebook.com/MeridianPlan** and **twitter.com/MeridianHP** for news about member benefits, services, healthy tips, events and more.

Please call us Monday through Friday, 8 a.m. to 6:30 p.m. at **888-437-0606** (TTY: **711**) if you have any questions.

Thank you,

Meridian

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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 44287  
Detroit, MI 48244

Telephone: 888-437-0606 (TTY users should call 711)

Fax: 833-669-1734

Email: [medicaidgrievances@mhplan.com](mailto: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>.

**Español (Spanish):** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 888-437-0606 (TTY: 711).

**العربية (Arabic):** ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 888-437-0606 (رقم هاتف الصم والبكم: 711).

**繁體中文 (Chinese):** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 888-437-0606 (TTY: 711)。

**Tagalog (Tagalog-Filipino):** PAUNAWA: Kung nagsasalita kayo ng Tagalog, maaari kayong gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 888-437-0606 (TTY: 711).

**Tiếng Việt (Vietnamese):** CHÚ Ý: Nếu quý vị nói Tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Xin gọi số 888-437-0606 (TTY: 711).

**Deutsch (German):** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 888-437-0606 (TTY: 711).

**한국어 (Korean):** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 888-437-0606 (TTY: 711)로 전화해 주십시오.

**Русский (Russian):** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 888-437-0606 (TTY: 711).

**Italiano (Italian):** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 888-437-0606 (TTY: 711).

**Polski (Polish):** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 888-437-0606 (TTY: 711).

**Shqip (Albanian):** KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 888-437-0606 (TTY: 711).

**বাংলা (Bengali):** লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১ ৮৮৮-৪৩৭-০৬০৬ (TTY: ৭১১)।

**日本語 (Japanese):** 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。888-437-0606 (TTY: 711) まで、お電話にてご連絡ください。

**Srpsko-hrvatski (Serbo-Croatian):** OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 888-437-0606 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711)

**ܐܰܩܰܕܰܝܰܐ (Assyrian):** ܕܰܚܰܝܰܐ: ܕܰܝܰܐ ܕܰܠܰܘܰܕܰܐ ܕܰܕܰܠܰܘܰܕܰܐ ܕܰܠܰܘܰܕܰܐ ܕܰܠܰܘܰܕܰܐ ܕܰܠܰܘܰܕܰܐ. ܕܰܠܰܘܰܕܰܐ ܕܰܠܰܘܰܕܰܐ ܕܰܠܰܘܰܕܰܐ ܕܰܠܰܘܰܕܰܐ ܕܰܠܰܘܰܕܰܐ. 888-437-0606 (TTY: 711) ܕܰܠܰܘܰܕܰܐ ܕܰܠܰܘܰܕܰܐ.