

# Meridian Member Newsletter

ISSUE 1 | 2023



[mimeridian.com](http://mimeridian.com)



## Get Your Screenings Done

It's important to get your annual preventive screenings to maintain your overall health. Meridian regularly monitors all members who may be due for preventative screenings and can help you make an appointment.



To find out what screenings you may need in 2023, or for help scheduling a visit with your provider, please call **1-888-437-0606** (TTY: **711**).



## Community Health Workers

Meridian has a team of Community Health Workers (CHWs) to help you get connected to local resources in your community, such as food, housing, jobs, and utilities. A CHW can work with you over the phone or come to your home.



If you need help, please call **1-888-437-0606** (TTY: **711**) to get connected with a CHW today.



## Doula Coverage

Meridian wants all pregnant members to know that doula services are now covered by your insurance. You can add a doula to your birth team. Doulas serve many roles:

They give emotional support and will teach you about your pregnancy.

- They will help make sure you and your family have what you need during labor and delivery.
- They will coach you through the pregnancy, delivery, and after-birth.
- They will give you tips after delivery to help with healing and recovery.
- They can help support breastfeeding and give you information on newborn care.



Talk to your doctor about having a doula on your birth team or call Meridian today at **1-888-437-0606** (TTY: **711**).



## 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.

**<https://www.michigan.gov/mdhhs/doing-business/providers/providers/billingreimbursement/fraud>**



## 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.

The Member Handbook at **mimeridian.com**. You can also call and ask us to mail you a copy. Please call **1-888-437-0606** (TTY: **711**) if you want a printed copy or have questions.



## We Want Your Feedback

Meridian's goal is to help you along every step of your health journey. That's why we want your feedback about the healthcare services we provide.

You may get something called a Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey in the mail soon. This survey will ask about your experiences with medical facilities, providers, your health plan, and more. Meridian uses the results from this survey to improve the quality of care we provide to our members.



**The survey takes less than 15 minutes to complete. If you get a survey, please take a few moments to fill it out. All responses are private.**



## 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 they can. 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): Gives 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 of 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](https://www.mimeridian.com).



### Meridian does not cover drugs for:

- Cosmetic purposes
- Sexual dysfunction
- Experimental purposes
- Drugs that are not licensed in the U.S.



You can see the Meridian Formulary at [mimeridian.com](https://www.mimeridian.com) under Pharmacy or call Member Services at **1-888-437-0606** (TTY: **711**) for a printed copy. Call the pharmacy help desk at 866-984-6462 if you have any questions about drug coverage.



777 Woodward Ave., Suite 700  
Detroit, MI 48226

CAD\_119691E\_State Approved 04022023  
MI3CADNEW19691E\_0000  
©Meridian 2023



## Vaccines are Safe and Effective

Getting your child vaccinated helps protect them from serious childhood diseases. You can protect your child against 14 serious diseases, such as measles and whooping cough (pertussis), by staying up to date on your child's vaccines. 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 their child.



Need help with transportation 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. Contact Meridian transportation 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](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>**.

