### **Welcome to Meridian Michigan**

**Provider Orientation 2024** 



# **AGENDA**

#### **OVERVIEW**

- Who We Are
- Meridian Service Area and Products
- Service Area Map

#### WHAT YOU NEED TO KNOW

- Key Contact Information
- Provider Manual
- Provider Relations
- Public Website and Secure Portal
- Verification of Eligibility and Benefits
- Prior Authorization
- Claims, Billing and Payments
- Specialty Companies and Vendors
- MDHHS Special Programs
- Quality Incentive Programs





# **OVERVIEW**





# **WHO WE ARE**

Meridian has been operating government-sponsored health plans throughout the United States as a licensed HMO since 2000 and has organically become the largest Medicaid HMO in the State of Michigan with the most comprehensive provider network.

Collectively, our affiliated organizations administer Medicaid, Medicare (WellCare), Health Insurance Marketplace health plans (Ambetter from Meridian), and Medicare-Medicaid Plans (MeridianComplete).



#### Meridian Service Area

MEDICAID				
POPULATION	DESCRIPTION			
Medicaid	Members that need temporary assistance			
ABD/ICP	Aged, Blind and Disabled/Integrated Care Program			
Aging	Aged Member in Medicaid			
AIDS/HIV	AIDS/HIV Member			
CCN	Children with Complex Needs			
CD	Consent Decree			
CSHCS	Children's Special Health Care Services			
Dual	Medicare & Medicaid Covered Member			
PD/DD	Physically Disabled/Developmentally Disabled			
МН	Mental Health			
SNF/LTC	Skilled Nursing Facility/Long Term Care			
ТВІ	Traumatic Brain Injury			



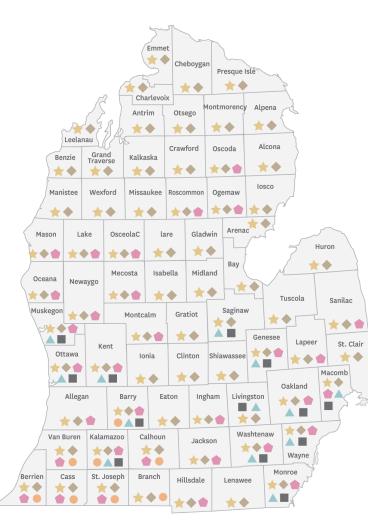
### **Meridian MI – Service Area and Products**

Meridian offers several products in the State of Michigan, including:

MEDICAID	MEDICARE	MEDICARE-MEDICAID	MARKETPLACE
🊧 meridian	wellcare	Meridiancomplete	ambetter. FROM   meridian.
Provides healthcare services to Medicaid and MIChild Program beneficiaries in all counties in Michigan's Lower Peninsula based on the State of Michigan Medicaid benefit guidelines.	Provides Members with Part C (A and B) and Part D prescription drug benefits and includes additional benefits not covered by Original Medicare.	Integrates managed care for individuals who are eligible for both Medicare and Medicaid under one plan under a demonstration program with CMS and the State of Michigan.	A federal Health Insurance Marketplace Qualified Health Plan (QHP) that offers individual and family Catastrophic (Health Essentials), Bronze, Silver, Gold, and Virtual Access plans. Ninety- one percent of members are between 100% and 400% of the federal poverty level and qualify for a government- sponsored premium subsidy.



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# **Service Area Map**



\*Partial Counties: Ingham, Lake, Lapeer, Monroe, Muskegon, Oceana, Osceola, Oscoda, Roscommon and Sanilac





# What you need to know





## KEY CONTACT INFORMATION

**Meridian MI** 

PHONE 888-437-0606

TTY/TDD 711 or 888-437-0606

WEBSITE mimeridian.com

PORTAL provider.mimeridian.com



# KEY CONTACT INFORMATION

MeridianComplete MI

PHONE 855-323-4578

> TTY 711

WEBSITE mmp.mimeridian.com

PORTAL provider.mimeridian.com



### THE PROVIDER MANUAL

# The Provider Manual is your comprehensive guide to doing business with Meridian Michigan.

The Manual includes a wide array of important information relevant to providers including, but not limited to:

- Network information
- Billing guidelines
- Claims information
- Regulatory information
- Key contact list
- Quality initiatives
- And much more!

The Provider Manual can be found on our website under For Providers, Provider Resources, and Manuals, Forms and Resources.



### **PROVIDER RELATIONS**

The Meridian MI Provider Services department includes trained Provider Relations staff who are available to respond quickly and efficiently to all provider inquiries or requests including, but not limited to:

- Credentialing/Network status
- Claims
- Request for adding/deleting physicians to an existing group

By calling Meridian MI Provider Services at 888-773-2647, providers will be able to access real time assistance for all their service needs. For MeridianComplete please contact 855-323-4578.



### **PROVIDER RELATIONS**

As a Meridian MI provider, you will have a dedicated Provider Network Specialist available to assist you.

Our Provider Network Specialists serve as the primary liaisons between our health plan and provider network.

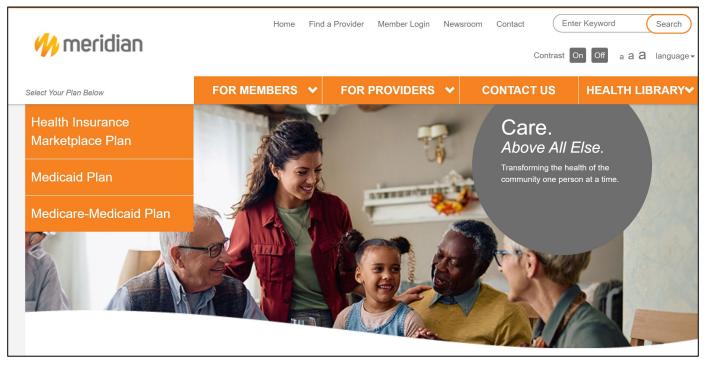
An intake form should be submitted on our website under For Providers, Provider Resources, Provider Relations Intake Form.

Your Provider Network Specialist is here to help with things like:

- Inquiries related to administrative policies, procedures, and operational issues
- Performance pattern monitoring
- Contract clarification
- Membership/provider roster questions
- Secure Portal registration and PaySpan
- Provider education
- ✓ HEDIS/Care gap reviews
- ✓ Financial analysis
- EHR Utilization
- Initiate credentialing of a new practitioner

### THE MERIDIAN MI PUBLIC WEBSITE

### Mimeridian.com



### THE MERIDIAN MI PUBLIC WEBSITE

### WHAT'S ON THE PUBLIC WEBSITE?

- The Provider and Billing Manual
- Quick Reference Guides
- Important Forms (Notification of Pregnancy, Prior Authorization Fax forms, etc.)
- The Pre-Auth Needed Tool
- The Pharmacy Preferred Drug Listing
- And much more!



### **New Intake Form Process**

The new communication tool allows you to make an inquiry via the website for an array of issues that requires PR assistance.

Effective July 17<sup>th</sup>, 2023, Meridian Network Team went live with a new intake communication form that allows a streamlined approach to assisting our providers.

Who? All providers except providers part of:

- Hospital
- PHO/PO
- Value-Based

#### Why?

- Provide faster turnaround times for responses
- Capture all needed information to properly assist and accurately resolve issues



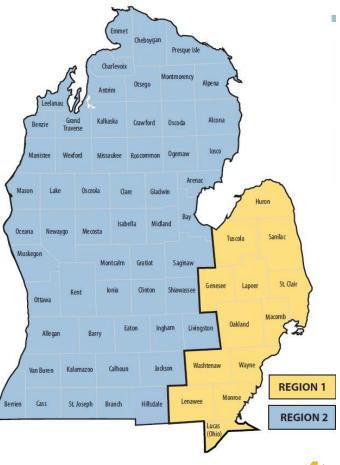
### **Intake Form - Things to Note!**

- Complete all the fields on the form to streamline and provide an efficient communication process.
- For claims issues please attach a completed copy of the Universal claims template with separate tabs for each LOB (line of business). Please be detailed as possible with reasoning for the dispute.
- Before submitting your request, please enter an email for an auto response to be sent as validation that your request was received.
- Please allow 2-3 business days for a Team Member to respond and provide tracking information or assistance with your issues.
- If your submission is received by the Incorrect Team, you will receive an acknowledgement email with advisement that the correct team will make contact within 2-3 business days.



## Regions

When filling out the intake form, you will be prompted to pick a region. Please select Region 1 or 2 based on your practice location county.





### **Intake Form**

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🚯 MI Network Manag 🔣 CWS User Portal 🥠 Manuals, Forms an 🚯 State Complaints 🔌 Claims Finder   Dau 🎫 Archer GRC - PROD 💽 Portal	🖻 Smartsheet 👖 Home. MicroStrategy 🚦 P360 UAT 🚯 Provider 360 - Home				
	Date *				•
	Email Address *				I
	Phone Number *				I
	Individual Practitioner NPI (Type 1) *				I
Inquiry Form Test	Group NPI (Type 2) *				I
	Tax ID *				I.
	Line of Business * Select or enter value				1
	Issue Category * Select or enter value				
	County *				
	Region * Select or enter value				
	Description of Issue/Request *				*



### SECURE PROVIDER PORTAL

# Registration is free and easy!

Contact your Provider Network Specialist to get started!

Γ	🊧 meridian
	Log In
Usern	ame (Email)
	LOG IN
	Create New Account
	single password reliable security EntryKeyID
	Help Privacy Policy Terms of Use © 2021 Centene

### **SECURE PROVIDER PORTAL**

### WHAT'S ON THE SECURE PROVIDER PORTAL?

- Member eligibility & patient listings
- Health records & care gaps
- Authorizations
- Claims submissions & status
- Corrected claims & adjustments
- Payments history
- Monthly Primary Care Provider (PCP) cost reports
- Provider analytics reports



### **SECURE PROVIDER PORTAL**

#### **INSIGHTFUL REPORTS**

PCP reports available on Meridian's provider.mimeridian.com secure provider portal are generated on a monthly basis and can be exported into a PDF or Excel format.

#### **PCP REPORTS INCLUDE:**

- Patient List with HEDIS Care Gaps
- Emergency Room Utilization
- Rx Claims Report
- High Cost Claims



### **VERIFICATION OF ELIGIBILITY & BENEFITS**

#### **MEMBER ID CARD**



\*Possession of an ID Card is not a guarantee of eligibility and benefits



### **VERIFICATION OF ELIGIBILITY & BENEFITS**

#### **PROVIDERS MUST VERIFY MEMBER ELIGIBILITY**

- Every time a member schedules an appointment
- When the member arrives for the appointment

#### **PANEL STATUS**

- Primary Care Physicians (PCPs) should confirm that a member is assigned to their patient panel
- This can be done via our Secure Provider Portal
- PCPs can still administer service if the member is not on their panel and they wish to have the member assigned to them for future care



### **VERIFICATION OF ELIGIBILITY & BENEFITS**

Eligibility and Benefits can be verified in 3 ways:

- ✓ The Meridian MI Secure Portal: provider.mimeridian.com
- ✓ 24/7 Interactive Voice Response System
- ✓ Enter the Member ID Number and the month of service to check eligibility

Contact Provider Services: 888-437-0606 for Medicaid or 855-323-4578 for MeridianComplete



### **VERIFICATION OF ELIGIBILITY ON THE PORTAL**

-			-	Eligibility	A Patients	Authorizations	S. Claims	Messaging	2 Help	
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ligibility (	Check	(								
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Date of Service 10	/05/2020			or Smith	DO	g mm/dd/yyyy	Che	ck Eligibility		
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### **VERIFICATION OF BENEFITS ON THE PORTAL**

Back to Authorizations AA	RON DOE
Overview	
Cost Sharing	Summary of Benefits
Benefit Tracker	
Assessments	
Health Record	
Care Plan	
Authorizations	
Pharmacy PDL	
Referrals	
Coordination of Benefits	
Claims	
Summary of Benefits	
Document Resource Center	
Notes	



### **HOW TO SECURE PRIOR AUTHORIZATION**

NEED PRIOR AUTHORIZATION? IT can be requested in THE FOLLOWING ways:

### ✓ Secure Web Portal

### provider.mimeridian.com

This is the preferred and fastest method.

### ✓ Phone

Medicaid: 888-437-0606 MeridianComplete: 855-323-4578

### ✓ Fax (see table on the right)

After normal business hours and on holidays, calls are directed to the plan's 24-hour nurse advice line. Notification of authorization will be returned via phone, fax or web.

Description	Fax number
Meridian Medicaid Assessments	833-341-2052
Meridian Medicaid Buy & Bill Jcode Requests	833-341-2049
Meridian Medicaid Concurrent Review	833-655-2188
Meridian Initial Admissions / Face Sheets	833-467-1212
Meridian Medicaid Medical Records	833-431-3313
Meridian Medicaid Prior Authorization – ip/op	833-467-1237
Meridian Medicaid Transplant	833-920-4419
Meridian Medicaid Behavioral Health – Outpatient	833-655-2191
MMP Medicare Inpatient Admissions	844-930-4390
MMP Medicare Post-Acute Admissions	844-930-4390
MMP Medicare Pre-Service Standard Requests	844-930-4389
MMP Medicare Pre-Service Expedited Requests	855-323-4578
MMP Medicare Part B Drug	844-930-4394
MMP Medicare Behavioral Health Inpatient Admissions	844-930-4395
MMP Medicare Behavioral Health Outpatient Services	833-728-0124

### **IS PRIOR AUTHORIZATION NEEDED?**

Use the **Pre-Auth Needed Tool** to quickly determine if a service or procedure requires prior authorization.

Available on the provider section of the Meridian MI website at mimeridian.com or mmp.mimeridian.com. Are Services being performed in the Emergency Department?  $_{\text{YES} \ensuremath{\square}\ensuremath{ NO} \ensuremath{ \ensuremath{\square}\ensuremath{ NO} \ensuremath{ \ensuremath{ \ensuremath{\square}\ensuremath{ \ensuremath{ \ensuremath{\square}\ensuremath{ \ensuremath{\square}\ensuremath{ \ensuremath{ \ensuremath{\square}\ensuremath{ \ensuremath{ \ensuremath$ 

Types of Services	YES	NO
Is the member being admitted to an inpatient facility?	•	۲
Is the member having observation services?	0	۲
Are anesthesia services being rendered for pain management or dental surgeries?	0	۲
Is the member receiving hospice services?	0	۲
Are services, other than DME, orthotics, prosthetics, and supplies, being rendered in the home?	0	۲

Enter the code of the service you would like to check:

69436

Check



### **UTILIZATION DETERMINATION TIMEFRAMES**

#### Meridian MI Medicaid:

Туре	Timeframe
Prospective/Urgent	72 hours
Prospective/Non-Urgent	14 calendar days
Emergency services	60 minutes (1 hour)
Concurrent/Urgent	Twenty-four (24) hours (1 calendar day)

#### MeridianComplete:

Туре	Timeframe
Pre-Service Non-Urgent	14 calendar days
Pre-Service Urgent	72 hours
Urgent Concurrent	24 hours (72 hours if clinical is not included with initial request)



### **CORRECT CODING FOR PRIOR AUTHORIZATION**

#### PRIOR AUTHORIZATION WILL BE GRANTED AT THE CPT CODE LEVEL

- If a claim is submitted that contains CPT codes that were not authorized, the services will be denied.
- If additional procedures are performed during the procedure, the provider <u>must</u> contact the health plan to update the authorization in order to avoid a claim denial.
- It is recommended that this be done within 72 hours of the procedure. However, it <u>must</u> be done prior to claim submission or the claim will deny.
- Meridian MI will update authorizations, but will **<u>not</u>** retro-authorize services.
  - The claim will deny for lack of authorization.
  - If there are extenuating circumstances that led to the lack of authorization, the claim may be appealed.



# **CLAIMS**

#### WHAT IS A CLEAN CLAIM?

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A claim that is received for adjudication in a nationally accepted format in compliance with standard coding guidelines and does not have any defect, impropriety, lack of any required documentation or particular circumstance requiring special treatment that prevents timely payment

### ARE THERE ANY EXCEPTIONS?

- A claim for which fraud is suspected
- A claim for which a third party resource should be responsible



### **HOW TO SUBMIT A CLAIM**

#### THE TIMELY FILING DEADLINE FOR INITIAL CLAIMS VARIES BY LINE OF BUSINESS. PLEASE REFER TO THE PROVIDER MANUAL FOR EACH LINE OF BUSINESS FOR ADDITIONAL INFORMATION.

#### **CLAIMS MAY BE SUBMITTED IN 3 WAYS:**

- 1. The Secure Provider Portal: provider.mimeridian.com
- 2. Electronic Clearinghouse
- 3. Mail

Date of Service	Health Plan Name	Transaction Type (CH/RP)	Clearing House Payer ID	Paper Claim Submissions
<b>On or after</b> April 1, 2022	Meridian MI Medicaid	Fee-for-Service BHT06 = CH	MHPMI	Meridian ATTN: Claims Department PO Box 8080 Farmington, MO 63640-8080
<b>On or after</b> April 1, 2022	MeridianComplete	Fee-for-Service BHT06 = RP	MHPMI	MeridianComplete ATTN: Claims Department PO Box 3060 Farmington, MO 63640-3822



*Please note: For fastest, most accurate processing, EDI is the preferred method.* 

# **MI CLAIM PAYMENT DISPUTES**

Health Plan & Correspondence Type	Mailing Address
Meridian MI Claim Payment Disputes	Meridian
(Related to untimely filing, incidental procedure, unlisted procedure code)	ATTN: Claims Department PO Box 8080
	Farmington, MO 63640-8080



# **MI CLAIM APPEALS**

Health Plan & Correspondence Type	Mailing Address	Fax (Post-Service Appeals)
Meridian MI Medicaid Claim Appeals (Medical) (Medical necessity, authorization denials, and benefits exhausted)	Meridian ATTN: Appeals Department PO Box 8080 Farmington, MO 63640-8080	833-592-0658
Meridian MI Medicaid Claim Appeals (Post service)	Meridian ATTN: Claims Department PO Box 3060 Farmington, MO 63640	833-957-0439

*Please note: Provider appeals must be submitted with the appeal cover form located at the website below under Eligibility and Billing.* <u>https://www.mimeridian.com/providers/resources/forms-resources.html</u>.



## **PROVIDER REFUNDS**

Health Plan & Correspondence Type	Mailing Address
Provider Refunds	Meridian ATTN: Provider Refunds PO Box 858875 Minneapolis, MN 55485



#### Payspan: A Faster, Easier Way to Get Paid

Meridian offers PaySpan Health, a free solution that helps providers transition into electronic payments and automatic reconciliation

If you currently utilize PaySpan, you will need to register specifically for Meridian MI

#### Set up your PaySpan account:

- Visit <u>www.payspanhealth.com</u> and click Register
- You may need your National Provider Identifier (NPI) and Provider Tax ID Number (TIN) or Employer Identification Number (EIN)



### **OUR SPECIALTY COMPANIES AND VENDORS**

Service(s)	Specialty Company/Vendor	Contact Information
Sleep Studies, Genetic Testing	eviCore	Phone: 888-333-8641 Fax: 866-203-7271 <u>http://www.evicore.com</u>
Musculoskeletal surgical procedures, Orthopedic Surgery, Spinal Surger	Turning Point	Phone: 1-877-659-9496 Fax: 313-915-5036 www.myturningpoint-healthcare.com
High Tech Imaging Services – Radiology/Cardiology, Pain Management, Physical/Occupational Therapy	National Imaging Associates - NIA	Phone: 866-842-1767 www.radmd.com
Oncology Services/Radiation Therapy	New Century Health	Phone: 888-999-7713 Medical Oncology: Option 1 Radiation Oncology: Option 2 <u>https://my.newcenturyhealth.com</u>
Interpretation services	PALS International	Support: 248-362-2060 ext. 108 https://one.propio-Is.com/
Transportation services	SafeRide	SafeRide: https://www.saferidehealth.com/help- center/members



### **MDHHS SPECIAL PROGRAMS**

#### Vaccines for Children (VFC)

The VFC program is a federally funded program that provides vaccines at no cost for Medicaid-eligible infants, children, and adolescents through age 18. Vaccines are directly shipped to the physician's office and must be stored using CDC storage and handling guidelines.

#### How to become a VFC provider:

- Contact your local health department to request enrollment
- Once enrollment forms have been filled out and returned, ensure the practice is equipped with required storage of vaccines and all storage/handling requirements are being met.

#### Established providers must re-enroll annually.

Additional information about this program can be found at <u>https://www.mimeridian.com/providers/bulletins/vaccines-for-children.html</u>



### **MDHHS SPECIAL PROGRAMS**

### Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)

The EPSDT benefit provides comprehensive and preventive health care services for children under age 21 who are enrolled in Medicaid. EPSDT is <u>key</u> to ensuring that children and adolescents receive appropriate preventive, dental, mental health, developmental, and specialty services.

- Early: Assessing and identifying problems early
- Periodic: Checking children's health at periodic, age-appropriate intervals
- Screening: Providing physical, mental, developmental, dental, hearing, vision, and other screening tests to detect potential problems
- Diagnostic: Performing diagnostic tests to follow up when a risk is identified
- Treatment: Control, correct or reduce health problems found

Additional information about this program can be found at <u>https://www.medicaid.gov/medicaid/benefits/early-and-periodic-screening-diagnostic-and-treatment/index.html</u>



### **MDHHS SPECIAL PROGRAMS**

#### **Adult Dental Coverage**

Many adults do not seek regular preventive dental care. Regular dental care helps catch and treat dental problems early and avoid costly visits to the emergency room. Chronic conditions, such as diabetes, can impact oral health and increase the risk of dental problems.

- Oral health is essential to overall health and well being
- 1 in 4 adults aged 20 to 64 currently has cavities (CDC, 2019)

In April 2023, MDHHS expanded health plan dental coverage to all adult enrollees ages 21+ or those who are enrolled in the Healthy Michigan Plan. This expanded access is for enrollees that previously received coverage under FFS Medicaid with expanded coverage to include restorative services, such as crowns or root canals, and periodontal treatment. This expansion also increased reimbursement for dental providers to match commercial rates

#### Encourage your patients to see a dentist at least annually for a check up and cleaning to help keep their mouth healthy.

Dental coverage for Meridian's adult beneficiaries is through Delta Dental.

Additional information about this program can be found at <u>https://www.michigan.gov/mdhhs/inside-</u> mdhhs/newsroom/2023/04/03/medicaid-dental-redesign



### **QUALITY INCENTIVE PROGRAMS**

Meridian offers a variety of incentive programs to reward providers for delivering quality preventive healthcare services to members.

### **Programs include:**

- Continuity of Care Bonus Program Appointment Agenda
- Quality Bonus Program (QBP)
- Pediatric Quality Bonus Program (QBP)
- Pay for Performance (P4P)
- Patient-Centered Medical Home (PCMH)
- Healthy Michigan Plan Health Risk Assessments (HMP HRAs)
- Notification of Pregnancy (NOP)
- Health Information Exchange (HIE) Initiative

Please contact your Quality Practice Advisor for additional details!





# **QUESTIONS?**



