

Get the Monthly Provider Update by Email

Providers can now sign up to receive monthly updates by email by filling out the form on our Bulletins page. Did you miss an update? You can also locate all Monthly Provider Updates and supplemental bulletins on the Bulletins page.

To sign up for email updates or to view updates and bulletins, **visit mimeridian.com/providers/bulletins.html**.

Please be sure to regularly check the **Bulletins page** on **mimeridian.com** for important **Medicaid and Medicare-Medicaid Plan (MMP)** provider updates. Policy changes, fee schedule updates, and urgent notices are posted throughout the month.

As a reminder, this newsletter is for **Medicaid and Medicare-Medicaid (MMP) notifications only**. For direct access to the **Ambetter from Meridian** and **Wellcare** provider notifications, there are links at the top of the Medicaid/MMP bulletins page to the Ambetter and Wellcare bulletins pages. If you have any additional questions, please contact your Provider Network Representative. To find your provider representative's contact information, visit **mimeridian.com > Providers > Join Our Network > Service Area**



EDUCATION

PaySpan Provider Webinars

PaySpan offers monthly training webinars for providers. For additional information and to sign up, please visit the bulletins page or reach out to your Provider Network Representative.

Monthly Provider Webinars

Meridian is excited to announce a Provider Network Monthly Webinar Series! The Provider Network Team will discuss various topics and is open to both participating and non-participating providers. Please see the flyer on the bulletins page for more information and the link to the webinar (Zoom). If you have any questions, please reach out to your Provider Network Representative.

Cultural Competency Training

Please be sure to stay up to date on required trainings including Cultural Competency training! You can find the training attestation forms at **mimeridian.com > Providers > Provider Training > Annual Training**

FOR MORE INFORMATION ON THESE UPDATES:

You can visit the Bulletins page on mimeridian.com via the steps below:

- Under the "For Providers" tab, click "Bulletins"
- Complete the sign-up form on our Bulletins page to receive these updates via email

You can also contact your local Provider Network Management Representative or Provider Services at 888-773-2647.



OPERATIONS

Michigan Medicaid Redetermination

For the first time in three years, Medicaid recipients in Michigan must reapply for coverage starting April 1, or risk losing their coverage. The Michigan Department of Health and Human Services (MDHHS) resumed conducting the annual renewal process on April 1 and notifications have started being sent to enrollees. Please assist us by directing any Medicaid recipients in your care to **Michigan.gov/MIBridges** to verify their demographic information and the date of their three-month renewal window.

New Payment Policies

Meridian will be implementing new payment policies effective this July. Please review Meridian's bulletin page for additional information or contact your Provider Network Representative.

Provider & Practice Demographic Updates

As a reminder, please update Meridian when demographic changes occur. Updates can be made using our **Demographic Update Tool** on **mimeridian.com**. Please visit our **Bulletins page** for full details.

Medicaid and Medicare-Medicaid Plan (MMP) Claim Status

To obtain general claim status, please utilize the Provider Portal at **provider.mimeridian.com**. Meridian does not provide general claim status over the phone. Portal admins can grant billers additional access to the portal to obtain claim status. As a secondary option, Medicaid providers can call **1-888-773-2647** and MMP providers can call **1-855-323-4578**. For Medicaid Providers, utilize the IVR prompts to obtain general claim status. Please have the member's Medicaid ID available to utilize the IVR.



PHARMACY

Pediatric Sickle Cell Disease Program

Updated antibiotic fill extensions for Penicillin and Amoxicillin are now covered by all Medicaid health plans. Please visit our Bulletins page for full details.

Hepatitis C Virus Program

The recommended treatment for HCV is Mavyret, which can be dispensed in eight-week supply. Providers who have prescriptive authority can prescribe MAVYRET to their patients with a positive Hepatitis C diagnosis. Prior authorization is not required for Medicaid. Please see our Bulletins page for full details.

Pharmacy Termination- Diabetic Supplies

Healthy Medical Living Supply Pharmacy is terminated from the CVS pharmacy network effective June 26, 2023. For members that receive a prescription for Advocate diabetic testing supplies such as lancets, test strips, or control solution CVS Mail order pharmacy will need to be used. Providers should forward electronic prescriptions to CVS Mail Order.



QUALITY

Social Determinants of Health (SDoH)

Meridian has a team of Community Health Workers (CHWs) that are front-line public health workers in the community. CHWs can work with your patients over the phone or go to their home. CHWs can help your patients connect to local resources in their communities to address their need for food, housing, employment, utilities, and more. If you have a patient who needs assistance, please call **888-773-2647** to refer to a CHW.

Medicare-Medicaid Plan (MMP) Dedicated Care Management

All MMP members have a dedicated care manager who is a registered nurse or licensed social worker assigned to support them with their health care needs, navigating the health care system, and assisting with resources for SDoH needs. For more information, please reference the flyer on our bulletins page. You can also call **1-855-323-4578** or contact your Provider Representative.

Affordable Connectivity Program

The Affordable Connectivity Program provides a qualifying household with up to \$30 off their monthly internet bill. Please spread the word and help Medicaid recipients stay connected for work, school, health appointments and more by directing them to call the ACP Support Center at **877-384-2575** or visit <https://www.fcc.gov/acp> to learn more about the program and eligibility requirements.

Provider Language Assistance Tool

As part of Meridian's health equity efforts, we have created a language assistance tool to assist with members that may have limited English proficiency. It allows the user to point to any of the sixteen translated languages to request an interpreter. Please see our bulletins page for a PDF version available for download, or download anytime on the **Manuals, Forms, and Resources** page under "Language Assistance Tools."

Meridian can arrange for an interpreter to speak to a member in most languages, free of charge. A member may call Member Services at **888-437-0606** to inquire about interpretive services or alternative formats.

QAS Payments

Meridian has disbursed the Quality Assurance Supplement (QAS) payments for the MMP line of business. Additional member information can be found on the Provider Portal. Please call provider services at **888-773-2647 (TTY: 711)** or contact your Provider Network Representative if you have any questions.