

Go Paperless! Get the Monthly Provider Update by Email

Providers can now sign up to receive monthly updates via email by filling out [the form on our Bulletins page](#).



Did you miss an update? You can locate Monthly Provider Updates from previous months and applicable supplemental bulletins in the **archive section of the [Bulletins page](#)**, or see full details of any ongoing reminders on the **new [Ongoing Reminders page](#)**.

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.



New Updates



Michigan Meridian and MeridianComplete (Medicare-Medicaid Plan)



Change Healthcare Outage Updates

On February 21, Change Healthcare, a software and data analytics subsidiary of UnitedHealth Group's Optum unit, experienced a cybersecurity incident that has impacted its network and operations. The cybersecurity incident has created a service disruption impacting Meridian, MeridianComplete, Ambetter from Meridian, and Wellcare's members and provider network in several ways. **Please see our [Bulletins page](#) for more details and next steps to reduce operational disruption.**



March is National Kidney Month

This month, we want to continue to partner with you to identify and manage patients that are at risk for kidney disease. **The National Kidney Foundation's latest [Change package](#) has a variety of tools, strategies, and resources for improving the lives of patients with or at risk for chronic kidney disease.** You can find a direct link to these resources on our [Bulletins page](#).



Important Transportation Provider Change Notice

We are pleased to announce that, **effective May 1, 2024** Meridian and MeridianComplete (Medicare-Medicaid Plan) members **will be transitioning to SafeRide transportation**. Our intent is to make the transition to SafeRide as seamless as possible for both our members and providers. Please continue to monitor the [Bulletins page](#) for more information as it becomes available.



Affordable Connectivity Program (ACP) Wind-Down

Due to the lack of additional funding for the ACP, the Federal Communications Commission announces that **the last fully funded month for the ACP discount is April 2024**. Absent additional funding from Congress, the ACP can only provide partial reimbursement to internet companies that choose to provide the discount to ACP households for May 2024. As a result, the FCC has begun taking steps to wind down the ACP. **For more information, please reference the [ACP Wind-Down Fact Sheet](#) linked on our [Bulletins page](#)**



Payspan Resources

Meridian is pleased to partner with Payspan Health to provide **an innovative web based solution for Electronic Funds Transfers (EFTs) and Electronic Remittance Advices (ERAs)**. This service is provided at no cost to providers and allows online enrollment. Please see our bulletins page for more information on this service and how to register.



Medical Records Compliance Reminder

As a reminder, from the MDHHS Medicaid Provider Handbook: **Providers must maintain, in English and in a legible manner, written or electronic records necessary to fully disclose and document the extent of services provided to beneficiaries**. Necessary records include fiscal and clinical records as discussed below. Appointment books and any logs are also considered a necessary record if the provider renders a service that is time-specific according to the procedure code billed. For more information and a link to the MDHHS Medicaid Provider Handbook, please visit our Bulletins page.



Home Help Agency Provider Electronic Visit Verification

Per bulletin MMP 23-42, issued on June 30, 2023, and bulletin MMP 23-76, issued on December 15, 2023, **Home Help agency providers must obtain an NPI and add it to their CHAMPS enrollment in preparation for Electronic Visit Verification (EVV)** for personal care services (PCS) and home health care services (HHCS). Providers are required to enter their NPI in CHAMPS by **the April 8, 2024 deadline**. Failure to do so may impact the agency provider’s ability to access the EVV system and receive payments once EVV is required for these services. Please see our bulletins page for a direct link to the applicable MDHHS bulletins.



Electronic Medical Record Connectivity Initiative

Providers who use **Athena, Availity, EPIC, or Healow**: Meridian/Centene has implemented a provider connectivity program which allows **bi-directional data sharing between Meridian and providers using the systems noted above for their electronic medical record (EMR) system**. This will result in more timely electronic data sharing. Please see our Bulletins page for more information about this initiative.



Speech Therapy Prior Authorizations

Per the MDHHS Medicaid Provider Manual, Meridian is making updates to the Speech Therapy Prior Authorization Policy. **Effective May 1, 2024 Prior Authorization will be required for speech therapy visits greater than 36 in a calendar year**. You can review the MDHHS Medicaid Provider Manual via a direct link on the Bulletins page.



In Case You Missed It



Additional details can be found on our [Ongoing Reminders Page](#)

Ongoing Reminders from Michigan Meridian (Medicaid) and MeridianComplete (MMP)

- We are pleased to announce that, effective January 1, 2024, **Express Scripts® will be processing pharmacy claims for our plan members.**
- As a reminder, **please update Meridian when demographic changes occur.** Updates can be made using our [Demographic Update Tool](#) on mimeridian.com.
- **Our next Provider Webinar is April 3, 2024**, and we'd love to see you there! See [the Ongoing Reminders page](#) for call-in information and additional dates.
- Meridian is excited to announce a **Network bi-weekly Provider Orientation** series. **Our next orientation Webinars are March 28th and April 9th.** Please see the bulletins page for the full 2024 schedule and more information.
- **Redeterminations:** 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.**
- **Musculoskeletal Prior Authorizations** switch to Evolent on April 1st, 2024

Ongoing Reminders from Michigan Meridian (Medicaid)

- **Providers are required to utilize Meridian's Appeal Cover Letter when submitting appeals for consideration by mail** effective 10/1/2023. If you have any questions, please contact your Provider Network Representative. A copy of the appeal cover letter is available on the Ongoing Reminders page or the Manuals, Documents and Forms page.