MONTHLY
Provider Update

meridian

Go Paperless! Get the Monthly Provider Update by Email
Providers can now sign up to receive monthly updates via email by filling out <u>the form on our Bulletins page</u>.

Did you miss an update? You can locate Monthly Provider Updates from previous months and applicable supplemental bulletins in the archive section of <u>the Bulletins page</u>, or see full details of any ongoing reminders on the new <u>Ongoing Reminders page</u>.

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
As of April 8th, Change Healthcare's rebuilt clearinghouse CHC Green System has been reconnected with Availity for processing of Centene Claims. Please see our Bulletins page for more details about Centene's response to the outage, more details on CHC Green System, and next steps to reduce operational disruption.

Formal Appeals Fax Submission
For Michigan Meridian Medicaid and MeridianComplete (MMP), we have updated the Appeal Process to include fax submission of Requests for Formal Appeals, in addition to online submission through the online portal, and mail submission. Please see our bulletins page for more details and a direct link to the updated Appeal Form Cover Letter.

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 see the bulletins page for answers to Frequently Asked Questions about the transition.

Claims Mailing Address Reminder
Reminder that, as of 4/1/2022, the mailing address for claims is:

Meridian	MeridianComplete	Ambetter
ATTN: Claims Department	ATTN: Claims Department	Attn: Claims
PO Box 8080	PO Box 3060	P.O. Box 5010
Farmington, MO 63640	Farmington MO 63640	Farmington, MO 63640-5010

Our Detroit office is no longer processing mailed claims, any mailed claims sent to our Detroit address will be returned. For prompt claims processing please be sure to update your billing office records to the above addresses.

Submission requirements for unlisted or not otherwise classified (NOC) codes

Before submitting an unlisted or NOC code(s), ensure Medicaid does not have an established CPT/HCPCS code, and include the following in your submission:

- Clinical documentation to support medical necessity for the requested Item(s)/service(s).
- Pricing for requested item(s)/service(s)

For appropriate CPT Code selection, please refer to MDHHS CHAMPS and/or Meridian Medicaid or MMP Prior Authorization Check Tools, as applicable. Direct links are available on the bulletins page for reference.

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Michigan Medicaid Updates

CDC Talk. Test. Treat. Campaign

Protecting your patients' health is as easy as #TalkTestTreat.

Empower your patients to take charge of their sexual health. Meridian also wants to remind providers to test pregnant individuals for STIs, once in the first trimester and again in the third trimester, to ensure treatment can be completed before delivery. For questions about management and treatment, check out the National Network of STD Clinical Prevention Training Center, a no cost resource for healthcare providers.

Sepsis Intervention: Know the Risks. Spot the signs. Act Fast.

More than 1.5 million people get sepsis each year in the U.S. At least 250,000 Americans die from sepsis each year. 1 in 3 patients who dies in a hospital has sepsis. Sepsis, or the infection causing sepsis, starts outside of the hospital in nearly 87% of cases. You play a critical role, and our members are counting on you. Please educate members about how to prevent infections, what signs to look for, and when to seek medical care for possible sepsis. With your fast recognition and treatment, most patients survive. To learn more about sepsis and how to prevent infections, visit www.cdc.gov/sepsis.

⚡ meridiancomplete
Michigan Medicare-Medicaid Plan Updates

MMP 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, call 1-855-323-4578 or contact your Provider Representative.

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

- 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.
- 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 May 1, 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 Thursday, April 25th and Tuesday, May 14th. 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 switched to Evolent on April 1st, 2024

Ongoing Reminders from Michigan Meridian (Medicaid)

- 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