

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)



Empowering Healthcare Providers to Reduce Fall Risk

As a healthcare provider, you are already aware that falls are a serious threat to the health and well-being of your older patients. More than one out of four people 65 and older fall each year, and over 3 million are treated in emergency departments annually for fall injuries. You play an important role in caring for older adults, and you can help reduce these devastating injuries. **Please see our [bulletins page](#) for direct links to the CDC's Stopping Elderly Accidents, Deaths & Injuries (STEADI) program**, including the STEADI Algorithm for Fall Risk Screening, Assessment, and Intervention.



Important Transportation Provider Change Notice

We are pleased to announce that, **effective May 1, 2024** Meridian and MeridianComplete (Medicare-Medicaid Plan) members **have transitioned 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.**



Evolut Management Program Updates

To simplify the administrative process to support the effective delivery of quality care, Meridian and MeridianComplete (along with other Centene subsidiaries in Michigan) are pleased to announce collaboration with Evolut. **Effective 6/1/2024, the Oncology Quality Management Program and Cardiology Management Program under Evolut (formerly New Century Health) will begin.** Please see the [Bulletins page](#) for the previously published announcement and [Frequently Asked Questions](#) documents for each program.



Provider Self-Disclosures

Providers performing self-audits may discover an instance of claim overpayment and wish to resolve the discrepancy by returning the overpayment to Meridian proactively. Please be aware this process should only be used when the provider is unable to claim adjust, or it is not practical to claim adjust. Sending in a check will not correct the underlying claim(s) data. If you have any questions, please contact our Compliance department via David Bilbrey at dbilbrey@meridian.com.



Claims Mailing Address Reminder

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

Meridian

ATTN: Claims Department
PO Box 8080
Farmington, MO 63640

MeridianComplete

ATTN: Claims Department
PO Box 3060
Farmington MO 63640

Ambetter

Attn: Claims
P.O. Box 5010
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.



Provider Portal Registration and Login Tips

- **Registration is required for access to the portal.**

To register for the portal, click Create New Account, and follow onscreen instructions.

- **Portal accounts cannot be shared.**

Each person within a provider organization who needs access to the portal must register individually.

- **Provider Portal users are validated and grouped by Tax ID Number (TIN).**

For a portal user to register, the provider organization's TIN must already be present in our system.

- **After registration it is important to assign an Account Manager to the account.**

The Account Manager is a role assigned to primary contacts within a provider organization and is responsible for the day-to-day support of all Provider Portal user accounts that are registered under the same TIN.



May is Mental Health Awareness Month

Please educate patients on the importance of follow-up appointments after a hospitalization or emergency department visit for mental health. You can also use this opportunity to remind patients of their mental health benefits, and benefits for substance use disorder. Meridian members can reach our dedicated Behavioral Health Service phone number at **1-888-222-8041**, MeridianComplete members can reach us at **1-855-323-4578**.



Claim Reminders- Resolving Upfront System Rejections for Authorized Services

When experiencing an upfront system rejection due to member's eligibility status while having an authorization/approved service, providers can submit a claim payment escalation through the Claim Reconsideration workflow on the Provider Portal, or through your provider relations representative. Please reach out to your Provider Representative if you have any questions.



Michigan Medicaid Updates



Change in Prior Authorization Requirements Effective June 15, 2024

Effective June 15, 2024, several tonsillectomy and adenoidectomy services will require prior authorization. Please see the bulletins page for more details, including the effected CPT codes.



Omnipod Insulin Pump Therapy

Effective 5/1/2024, Omnipod Insulin Pumps are now covered via the pharmacy benefit for Medicaid patients. This product still requires a prior authorization and must be submitted through CoverMyMeds or the Medication Prior Authorization Request Form located on the Meridian Provider Pharmacy page, or in the additional materials in the May update on the Bulletins page.



Helping You Care for Your Patients Is Our Top Priority

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) Health Plan Survey is an opportunity for your patients to share their healthcare experiences with you as their provider and with their health plan. For more information on what the CAHPS survey involves, along with other details on ongoing initiatives for patient quality care, please see our Bulletins page.



Inpatient Admission Form

Providers should begin using the inpatient authorization form housed on the Manuals, Forms and Resources page (under Provider Resources) when requesting an inpatient authorization. This new requirement will help allow for a more standard process and reduce errors with authorization requests. For ease of access, a link to this form will also be posted to the Bulletins page.



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.



In Case You Missed It



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

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

- **Change Healthcare Outage Updates** – Our efforts to mitigate disruption and resolve system outages are ongoing, please see centene.com/change-healthcare/ for the most up to date resources.
- **Formal Appeal Submission** - For Michigan Meridian Medicaid and MeridianComplete (MMP), we have updated the Appeal Process to include fax submission of Requests for Formal Appeals.
- **NOC Codes** - Before submitting an unlisted or NOC code(s), ensure Medicaid does not have an established CPT/HCPCS code, and include the following all applicable clinical documentation and pricing information in your submission. You can find resource links on the Ongoing Reminders page.
- 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 June 5, 2024**, and we'd love to see you there! See [the Ongoing Reminders page](#) for [call-in information and additional dates](#).
- **Our next orientation Webinars are Thursday May 23, and Tuesday June 11**. Please see the ongoing reminders 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 2023. We are now in the final month (May 2024) for renewals.
- **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