

Monthly Provider Update

September 2024

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.

Upcoming Webinars and Events

Monthly Provider Webinars:

- Wednesday, October 2
- Wednesday, November 6

Bi-Weekly Provider Orientation Webinars:

- Thursday, September 26 – 12pm
- Tuesday, October 8 – 8am
- Thursday, October 24 – 12pm

Doula and MIHP Workshop – Kalamazoo, MI

Who: Doulas, MIHPs, Midwives, Lactation Consultants, Health Departments, Physicians, and Maternal & Infant Health Community-based organizations

When: October 18, 2024 | 12:00 – 3:00 pm EST

Where: YWCA

353 E. Michigan Ave., Kalamazoo, MI 49007

RSVP: bit.ly/provider-workshop-RSVP

Additional details and links to webinars are available on our bulletins page.

New Updates

Michigan Meridian and MeridianComplete (Medicare-Medicaid Plan)

Availity Essentials Provider Portal

Meridian, MeridianComplete, Our Michigan lines of business, Wellcare, and Wellcare Complete have chosen Availity Essentials as its new, secure provider portal. Starting November 18th, 2024, you can validate eligibility and benefits, submit claims, check claim status, submit authorizations, and access our Michigan lines of business payer resources via Availity Essentials. Please see our bulletins page for more details.

New Updates (cont'd)

Michigan Meridian and MeridianComplete (Medicare-Medicaid Plan)

Behavioral Health Online Trainings

Meridian is excited to offer free online provider trainings. These 8–20 minute trainings will give you the tools to meet, document, and code behavioral health HEDIS® measure visits. Please see our bulletins page for a list of topics and a link to register.

Meridian (Michigan Medicaid) Updates

OB-GYN Providers: Doula Referral Resources

If pregnant patients express interest in utilizing doula services, Mae Health can help. Mae is a no-cost digital platform that will help support Meridian members during pregnancy and postpartum by educating members about the benefits of doulas, as well as connecting members to a doula that matches their cultural preferences. For more information, please see our bulletins page.

Updated Prior Authorization Requirements

Effective October 21st, 2024, several changes to Prior Authorization Requirements for Medicaid benefits will go into effect, including:

- Home Health Speech Therapy
- Mental Illness Diagnoses
- Unlisted Procedure Codes

For full details on each upcoming change along with a full list of affected codes for each category, please see our bulletins page.

National Childhood Obesity Awareness

Attention ALL Pediatricians: US Preventive Services Taskforce has recommended that clinicians screen for obesity in children starting at the age of 6 years and older and refer them to comprehensive interventions to promote improvements in weight status. Here at Meridian, we want to inform you that we offer Weight Management benefits available to members all they need to do is contact Meridian Member Services at **1-888-437-0606** (TTY: **711**) to be referred to a health coach and start improving today.

PCP Referrals to PHIP

When making a referral to a PIHP, primary healthcare providers must communicate with the PIHP who is receiving the call to let them know they are about to transfer the beneficiary. The PIHP team should be supplied with the relevant background information and should have the necessary expertise to assist the beneficiary. Primary healthcare providers agree to track referrals and conduct further outreach if necessary.

Meridian Medicaid Clinical Policy Updates

Reduction Mammoplasty and Gynecomastia Surgery Policy CP.MP.51 went through annual review in August 2024. NEW CRITERIA: For individuals <40 years of age with symptoms or high-risk factors for breast cancer, a mammogram must be performed within the year prior to the date of the planned reduction mammoplasty procedure with negative results. Please see the bulletins page for more details.

Also, effective October 21, 2024, Meridian will implement two new clinical policies:

1. **CP.MP.185 – Skin and Soft Tissue Substitutes for Chronic Wounds:** This policy only applies to skin and soft tissue substitute requests for diabetic foot ulcers, venous leg ulcers, or full thickness skin-loss ulcers. Criteria will be based on FDA approved indications, unit(s) applications per wound, duration of treatment, and indicated diagnoses.
2. **CP.MP.186 – Burn Surgery:** This policy only applies to burn debridement and/or excision and the use of skin substitutes for burns during the acute phase of treatment for deep partial-thickness and/or full-thickness burns or deeper. Criteria will be based on severity of burn, lack of availability of sufficient autograft, no wound infection, and specific brands for skin replacement and substitutes.

You can review these policies for more detail on our website under **Provider Resources > Medical Policies**.

Michigan Clinical Consultation & Care (MC3) Information

Michigan Clinical Consultation & Care (MC3) offers no- cost psychiatry support to pediatric and perinatal PCPs in Michigan via same-day phone consults on diagnostic questions, safe medications, and appropriate psychotherapy. We want to make sure these resources are easily accessible for Meridian providers. If you would like to learn more about the program, please see this month's supplemental resources on the Bulletins page for links to MC3's suite of resources, or find it on the Manuals, Forms, and Resources page.

Access and Availability Audit

At least annually, Meridian evaluates the ease that enrollees have in obtaining health care services from Meridian primary care, specialty care, and behavioral health providers. Access to various appointments is defined by State, Federal, and Accrediting bodies. These standards are available in the Meridian Provider Manual and compiled for you in a support resource on the bulletins page.

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.

Promoting the Wellbeing of LGBTQ+ People & Their Families

We have compiled several resources and helpful data that health practitioners can use as guidance on how to engage, work and support diverse parents, families, and caregivers with LGBTQ children. This bulletin includes best practices in ways to honor language an individual uses to identify themselves based on sexual orientation, gender identity, and expression (SOGIE).

Logical Observation Identifiers, Names, and Codes (LOINC)

Logical Observation Identifiers Names and Codes (LOINC) is a universal code system for tests, measurements, and observations. Health care facilities, laboratories, and other health care organizations use HL7 to send these codes and the applicable results electronically to other health care organizations. We have put together a resource with more information, available on our bulletins page.

Closing HEDIS Gaps

Meridian offers many solutions to support you in providing preventive care to your patients and closing HEDIS gaps! Some examples include:

- Community Health Workers and Patient Care Advocates can work directly with your patients to help schedule appointments, arrange transportation, and perform SDoH assessments
- Providing home test kits and partnering with in-home vendors to complete preventative services
- Bone Density Testing equipment loaner program for use in your practice
- Member and Provider Incentive programs for completing services

MeridianComplete (Michigan MMP) Updates

MMP My Meridian Rewards

Encourage your MeridianComplete (Medicare-Medicaid Plan) patients to make healthy choices, by completing preventive or chronic disease services for a chance to earn gift cards through the My Meridian Rewards program. Please see our bulletins page for more information.

In Case You Missed It

Additional details can be found on our Ongoing Reminders Page

- **EHR Access for HEDIS Care Gap Closure:** Providing our highly trained staff access to your EHR system can increase accuracy of submitted data and HEDIS scores. For information regarding setting up access, and applicable HEDIS measures, please reach out to mihedis@mhplan.com.
- **Claims Address Reminder:** 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 address found on our website.
- 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.
- As a reminder, **please update Meridian when demographic changes occur**. Updates can be made using our [Demographic Update Tool](#) on mimeridian.com.
- **Provider Satisfaction Survey:** Our annual provider satisfaction survey will launch later this summer and we hope you'll take a moment to share your feedback. Please keep an eye out for our survey in the coming weeks.
- **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 call 1-855-323-4578 or your Provider Representative To find your provider representative's contact information visit mmp.mimeridian.com > For Providers +> Enrollment Information + > Service Area