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## Provider Relations Inquiry Form

**Effective July 17<sup>th</sup>, 2023, Meridian Network Team will introduce a new intake communication form that will allow a streamlined approach to assisting our providers. The new communication tool will allow providers to make an inquiry via our website for an array of issues.**

**Who?** All providers except providers part of:

- Hospital
- PHO/PO
- Value-Based

**When?** July 17<sup>th</sup>, 2023

**Where?** The form will be in the **Provider Resources** tab on MI Meridian website:

**mimeridian.com > For Providers > Provider Resources > Provider Relations Intake Form**

**Why?**

- Provide faster turnaround times for responses
- Capture all needed information to properly assist and accurately resolve issues

Please join us for our monthly webinars to help address any questions you have:

2023 Dates	2024 Dates	<b>Zoom Info:</b>
July 5, 2023 August 2, 2023 September 6, 2023 October 4, 2023 November 1, 2023 December 6, 2023	January 3, 2024 March 6, 2024 May 1, 2024	Meeting ID: 931 4743 2820 Password: 963187 Phone: US: +1 646 931 3860 or +1 669 444 9171

Your Network Representative will still be available via phone with this new process for any meetings, in person engagement and various questions you may have.

## FAQs

- 1. What if I have an active inquiry via email to my Rep prior to 7/17/23?**
  - a. You do not need to resubmit to the intake form for any active issues. Any new issues after 7/17/23 will need to be submitted to the intake form.
- 2. Can I request an in-person meeting?**
  - a. Yes, provider Reps will still be visiting offices monthly
- 3. How do I know what Region I am in and who my Representative is?**
  - a. You can find all information regarding Provider Representatives and Region location on the Provider Service Area page:  
**mimeridian.com > For Providers > Join Our Network > Service Area**
- 4. What if I am part of Hospital, PHO/PO, Value-Based, or FQHC?**
  - a. You will not be required to submit an inquiry and will work directly with your new System Rep. System Representative information is available on the Provider Service Area page:  
**mimeridian.com > For Providers > Join Our Network > Service Area**
- 5. What is the turnaround time when submitting an inquiry?**
  - a. You will receive an email follow up within 2-3 business days
- 6. How do I send a follow up question via the inquiry form?**
  - a. Once you receive an email reply from your Rep addressing your issue, you can email reply with any follow up questions you have. If you have additional inquiries, you will need to submit via the correct intake process.
- 7. What if I have multiple issues that I need to submit?**
  - a. Each issue will need to be submitted separately via the inquiry form, using the appropriate dropdown selection for each submission.