

MONTHLY Provider Update



JANUARY 2020

MICHIGAN

Welcome to the Provider Update for January 2020. Please refer to the Bulletins page of our website for more detailed information.



QUALITY

Provider Satisfaction Survey

Please be on the lookout for the 2020 Provider Satisfaction Survey which can be delivered to you in the first quarter of 2020. We take our providers' feedback very seriously and look forward to hearing from you!

Clinical Practice Guidelines

Recently updated clinical practice guidelines (CPGs) can be found on the Michigan MeridianComplete website at: <https://corp.mhplan.com/en/provider/michigan/complete/training-education/training-education-resources/clinical-practice-guidelines/>.

Retired CPGs will be available on the website soon.

Appropriate Use of Antibiotics

Meridian is seeking assistance in promoting antibiotic awareness to improve patient safety and combat resistance. Provide patients the best care by following clinical practice guidelines when prescribing antibiotics.

Visit [cdc.gov/antibiotic-use](https://www.cdc.gov/antibiotic-use) for more information, resources, and tools for your office from the Centers for Disease Control and Prevention's *Be Antibiotics Aware* campaign.

Hybrid Season

HEDIS® 2020 Hybrid season is here and will continue through May. During this time, you may receive medical record requests needed to close HEDIS® gaps in care, as well as potential on-site medical record abstraction from our internal abstraction team. Timeliness in response and cooperation with medical record requests will assist with a successful HEDIS® 2020 Hybrid season.

Please see our Bulletins page for more information.



PAYMENT INTEGRITY

Change Healthcare Update

There have been updates to the record submission and

FOR MORE INFORMATION ON THESE UPDATES:

Visit the Bulletins page on **mhplan.com** via the steps below:

- Select your state in the top right corner
- Choose a plan at the bottom of the page then click "Providers"
- Under the "News" tab, click "Bulletins"

Contact your **local Provider Network Development Representative**

Contact Provider Services at **888-773-2647**

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appeals process for Change Healthcare claims. Meridian will no longer accept records without an appeal letter or medical records supporting the services. When providers receive a records request letter from Change Healthcare, they must submit records directly to Change Healthcare. Meridian will no longer submit records for providers.

Please see our Bulletins page for more information.



EDUCATION

Michigan Department of Health and Human Services Healthy Michigan Plan (HMP) Exemption Information

Beginning January 1, 2020, HMP members who are considered medically frail are exempt from the 80 hours of work requirements to maintain healthcare coverage. Michigan Department of Health and Human Services (MDHHS) will review healthcare claims within the CHAMPS system and identify members considered medically frail. This review will take place within a 12-month window from the presence of select diagnosis codes. These diagnosis codes can be found here:

www.michigan.gov/documents/mdhhs/Attachment_D_-_Medically_Frail_Process_632148_7.pdf

Providers will be able to recommend that members are considered medically frail through clinical judgement in cases where members have not self-identified with MDHHS.

Members can self-report exemption to MDHHS through the following options:

- 1) Online using the MI Bridges Portal: **www.michigan.gov/mibridges**
- 2) Calling the HMP Work Requirements and Exemption Reporting Line at: **833-895-4355 (TTY 866-501-5656)**
- 3) In person at the local MDHHS office

Flu Vaccinations

Flu season is here! Meridian encourages members to get the flu vaccine. Members can get their flu vaccine covered at no out-of-pocket cost at their local health department, Primary Care Provider's office, and in-network pharmacies.

Practice Information Updates

Please update Meridian in a timely manner when practice information changes. Updates include provider name, specialty, address, phone, fax, email, hospital affiliations, accepting patient status, accepted lines of business, and office hours. Large organizations, such as Physician-Hospital Organizations (PHO) and Delegated Entities, are required to submit full rosters quarterly. These updates can be communicated by:

- Fax: **313-309-8530**
- Mail: MeridianHealth, 1 Campus Martius, Ste. 700, Detroit, MI 48226
- Contacting your local Provider Network Development Representative
- Email: **ProviderUpdates@mhplan.com** or **ProviderHelp.MI@mhplan.com**

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OPERATIONS

MeridianCare to WellCare

As an important partner in supporting the health of our members, we wanted to remind you that MeridianCare, a WellCare company, changed its name and logo to WellCare, effective January 1, 2020.



This branding change is only applicable to the MeridianCare (Medicare) line of business. The MeridianHealth, MeridianComplete, MeridianChoice and MeridianRx lines of business will not be transitioning their brand or logos. As a provider, you do not have to take any action to continue to serve your patients.

Outpatient Prior Authorizations

Meridian recently completed a periodic review of our outpatient prior authorization (PA) rules to align with high quality standards and reduce variability in practice. We will be updating our outpatient PA requirements in our authorization lookup tool by February 12, 2020 for a February 17, 2020 effective date.

See our Bulletins page for more information

Updated MeridianComplete Prior Authorization Submission Options

There are updated request submission options for MeridianComplete. MeridianComplete requests for services not delegated to eviCore, HealthHelp, or TurningPoint should be submitted directly to Innovista via their online prior authorization form at

<https://innovistaportal.com/MeridianAuthPortal> or fax. The new fax lines are:

- Inpatient: **313-263-5233**
- Post-Acute: **313-918-1847**
- Pre-Service Standard: **313-263-5245**
- Pre-Service Expedited: **313-879-1161**

The current fax lines will remain active until January 31, 2020 and will be terminated on February 1, 2020.

Please check the Bulletins page for more information.



PHARMACY

2020 Formulary Update

On January 1, 2020, MeridianHealth changed coverage for Lantus Vial, Lantus Solostar, and Januvia to align with the Michigan Department of Health and Human Services (MDHHS) common formulary. Alternatives for these medications are Basaglar Kwik Pen for Lantus and Alogliptin and others for

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Januvia. Please see the formulary online at www.mhplan.com or www.meridianrx.com for up-to-date coverage and alternatives.

For any additional information or questions, please contact us at **866-984-6462** or email at info@meridianrx.com.