

Welcome to the Provider Update for June 2020. Have you been enjoying these monthly updates? Visit the Bulletins page to fill out our sign-up form to receive the monthly update directly to your inbox!



## COVID-19

### Coronavirus Disease 2019 (COVID-19)

Many details about COVID-19 are still unknown, such as treatment options, how the virus works, and the total impact of the illness. We rely on our provider partners to help improve the health of our members, and we want you to be aware of the tools available to help you identify the virus and care for your patients during this time of heightened concern.

Go to [corp.mhplan.com/en/covid-19](http://corp.mhplan.com/en/covid-19) for education on COVID-19 or see our Bulletins page for more information.

### Telehealth Guidance During Coronavirus Disease 2019 (COVID-19)

To ensure that all Meridian members have access to care, we increased the scope and scale of telehealth services for all products for the duration of the COVID-19 emergency. These coverage expansions not only benefit members who have contracted or been exposed to the novel coronavirus, but also those members who need to seek care unrelated to COVID-19 who wish to avoid clinical settings and other public spaces.

Go to [corp.mhplan.com/en/covid-19](http://corp.mhplan.com/en/covid-19) for education on COVID-19 or see our Bulletins page for more information.

### Childhood Vaccinations During Coronavirus Disease 2019 (COVID-19)

Fewer childhood vaccines have been given during the COVID-19 pandemic. Times like these require creativity to maintain vaccine availability while keeping patients safe and their minds at ease. Consider these tips to encourage vaccinations and social distancing:

- Provide PPE to any patients and caregivers entering the office or coming within six feet of office staff
- Designate a specific area of the office for well-visits and vaccinations only

## FOR MORE INFORMATION ON THESE UPDATES:

Visit the Bulletins page on [mhplan.com](http://mhplan.com) by following these steps:

- 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"

Complete the sign-up form on our Bulletins page to receive these updates in your inbox.

Contact your local Provider Network Management Representative.

Contact Provider Services at 888-773-2647.

- Schedule well-visits with vaccinations and sick visits at different times of the day
- Set up a “drive-up” vaccination clinic, scheduling smaller appointment windows for patients to receive vaccinations in their cars or the parking lot
- Collaborate with other community providers or health departments to create separate locations for vaccinations

Mid-Year Medicare Benefit Expansion during Coronavirus Disease 2019 (COVID-19)  
Since March, WellCare has waived pre-authorizations, co-pays, and other costs related to COVID-19 testing, screening and medically necessary treatment. Also waived are prescription refill limits, and members are able to refill prescriptions prior to their refill date during this crisis. Starting July 1, 2020, eligible WellCare Medicare members will have expanded benefits to address issues such as, out-of-pocket medical costs, food insecurity, and medication assistance.

Please see our Bulletins page for more information.



## QUALITY

### Provider-Caregiver Relationships

Caregivers play an essential role in patients' health, but are often overlooked as part of their treatment plan. Creating a positive relationship with a patient's caregiver(s) and including them in conversations is crucial in treating the patient as a whole. Below are some tips that may help improve provider-caregiver relationships:

- Recognize the value of the caregiver
- Use open and effective communication
- Spend time ensuring the caregiver understands directions given



## EDUCATION

### Provider Update Sign-Up

Visit the Bulletins page for your state and complete our sign-up form to receive our monthly updates directly to your inbox!

### Practice Information Updates

Please update Meridian 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 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 Management Representative
- Email: [ProviderUpdates@mhplan.com](mailto:ProviderUpdates@mhplan.com) or [ProviderHelp.MI@mhplan.com](mailto:ProviderHelp.MI@mhplan.com)



## OPERATIONS

### Timely Filing

Beginning October 1, 2020, the Timely Filing submission requirements specified in each provider's Meridian Medicare contract will be enforced. For additional information, questions or concerns, please contact your local Provider Network Management Representative.

### Delivery Authorizations Overview

As Meridian and Centene continue to integrate, the goal is to streamline processes and promote consistency across the enterprise. Please see our Bulletins page, for instructions on how to submit Delivery Authorizations for Meridian members.