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# PrimeMeridian

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## MeridianCare and MeridianComplete Prior Authorization Process

We are pleased to announce incremental changes to the prior authorization process for MeridianCare and MeridianComplete lines of business. These changes will streamline processes, enable faster response times and ensure our members' needs are being met. These changes only impact MeridianCare and MeridianComplete (inclusive of Medicare Advantage Part D, Dual Special Needs Plans, and Medicare-Medicaid Plans) prior authorizations. For a detailed list of services that require a prior authorization and/or referral, reference the PDF documents posted on our websites:



**MeridianComplete:**

<https://corp.mhplan.com/en/prior-authorization/>

**MeridianCare:**

<https://mymeridiancare.com/en/prior-authorization/>

In addition, we would like to remind you that on occasion your MeridianCare Continuum physicians may contact you or the medical staff at your facility to discuss the care and treatment plan of a MeridianCare/ MeridianComplete member. Specifically, they may speak to Emergency Room providers to provide relevant medical history or to facilitate prompt follow-up as part of MeridianCare Continuum's Emergency Room Intervention program.

**If you have any questions regarding this change, please contact your local Provider Network Development Representative or call Provider Services at 877-902-6784 (MeridianCare) or 855-323-4578 (MeridianComplete).**

### Provider Manual – 2017 Edition

The Meridian Provider Manual contains helpful info on these areas:

- List of rights and responsibilities as a contracted Meridian provider
- Utilization Management (UM) communication information, including business hours and contact information
- Meridian member rights and responsibilities
- Disease Management programs and services available to members
- Information related to pharmaceutical management procedures

To review the Provider Manual, visit [www.mhplan.com/mi/providers](http://www.mhplan.com/mi/providers) and click on "Provider Manual." From there you can download and save a copy for yourself. You can request a printed copy or a copy on CD from your local Provider Network Development Representative or the Network Development department at 888-437-0606.

## Refer MeridianHealth Patients to Care Coordination

The MeridianHealth Care Coordination program provides patient-focused, individualized case management for those members with active disease processes, those who require extensive utilization of resources and those at high risk for health complications. The following care coordination programs are available to personally support the healthcare needs of your members: asthma, diabetes, congestive heart failure, cardiovascular disease, complex/catastrophic illness, maternity, children with special needs and high emergency room use.

Our Care Coordinators will send you a report identifying the member's health status and identifying short and long term goals for care coordination.

Other reasons our Care Coordinators may contact you include:



- To coordinate a plan of care
- To confirm a diagnosis
- To verify appropriate follow-up such as cholesterol/LDL-C screening or HbA1c testing
- To identify compliance issues
- To discuss other problems and issues that may affect outcomes of care
- To inform you of a member's potential need for behavioral health follow-up

You may refer a member for care coordination via the secure Meridian Provider Portal, "Notify CM", or by calling the Utilization Management department at 888-322-8843.

Complete the "Care Coordination Referral Form" and fax it to MeridianHealth. To get the form:



- Go to [www.mhplan.com/mi/providers](http://www.mhplan.com/mi/providers)
- Click on "Documents & Forms" on the left side
- Fax the completed form to 313-202-5787
- Request a physical copy from your local Provider Network Development Representative when needed

If you have questions, call MeridianHealth's Member Services department at 888-437-0606.

# Safe Summer Swimming



During the summer, many of your patients will be outside enjoying fun summer activities including swimming at recreational pools, water playgrounds and hotels during vacations. Be sure to inform your patients about recreational water illnesses (RWIs) that could affect those venues.



Recreational water can spread germs that cause RWIs by swallowing or breathing in contaminated water



Potentially contaminated water includes any water that bodily fluids have been in contact with including blood, urine, or feces

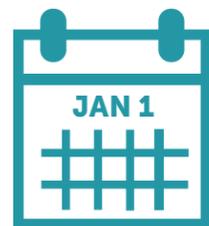


If your patient has an open wound, inform them to be cautious around recreational waters



Tell your patients to rinse off before and after getting in to recreational pools, hot tubs, or other venues that contain water

## Provider Registration in CHAMPS



Effective January 1, 2018, Michigan Department of Health and Human Services (MDHHS) will require changes to registration requirements in the Michigan CHAMPS system.

Providers who have not adhered to the new enrollment requirements will receive claims denials from MDHHS and MeridianHealth.

### Please refer to the following CMS guidance:

The 21st Century Cures Act section 5005(b)(2) amends section 1932(d) of the Social Security Act to provide that ***“no later than January 1, 2018, a state shall require that, in order to participate as a provider in the network of a managed care entity that provides services to, or orders, prescribes, or certifies eligibility for services for, individuals who are eligible for medical assistance under the State plan under this title (or under a waiver of the plan) and who are enrolled with the entity, the provider is enrolled consistent with section 1902(kk) with the State agency administering the State plan under this title. Such enrollment shall include providing to the State agency the provider’s identifying information, including the name, specialty, date of birth, Social Security number, national provider identifier, Federal taxpayer identification number, and the State license or certification number of the provider.”***

The CHAMPS online provider enrollment system and maintenance replaces the paper enrollment process. New providers can also access the CHAMPS Provider Enrollment system to track the status of their application.

**If you have any questions, please contact your local Provider Network Development Representative or call the Provider Services department at 888-773-2647.**



## MeridianHealth’s Disease Management Program

Refer your patients to MeridianHealth’s Disease Management Program. This program offers disease management (DM) programs for Medicaid members with the following conditions:

- **Diabetes**
- **Asthma**
- **Cardiovascular Disease (CVD)** – includes: hypertension, hyperlipidemia, hypercholesterolemia, acute myocardial infarction, ischemic vascular disease or post cardiac event such as CABG or percutaneous coronary interventions (PCI)
- **Chronic Obstructive Pulmonary Disease (COPD)**
- **Congestive Heart Failure (CHF)**

These disease management programs were developed to assist your patients with these diseases to better understand their condition, update them on new info about their disease, and provide them with assistance from our staff to help them manage their disease. The programs are designed to reinforce your treatment plans for the patient.

Members are automatically enrolled when we identify them as members with one or more of the above diseases through claims, the UM/CM program, pharmacy info, or Health Risk Assessments (HRA). If you would like to enroll a MeridianHealth member who is not yet in a program, **please contact the Quality Improvement department at 888-437-0606.**



Fraud, waste and abuse (FWA) describes actions that are illegal, inappropriate, or wasteful and have the effect of compromising the financial and regulatory integrity of the health care system. Some common examples of FWA may include:

- **A provider fraudulently bills for a service that was never rendered**
- **A member over-utilizes a service when it is not medically necessary**
- **A provider routinely up-codes to get higher reimbursement**

If you suspect acts of FWA, you must report them to your Meridian contact. We will conduct a thorough investigation and take appropriate actions.