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## Division of HIV and STD Programs from MDHHS



Tackling the rate of HIV transmission in Michigan is a high priority for the Division of HIV and STD Programs within the Michigan Department of Health and Human Services (MDHHS) to help improve overall quality

health outcomes. MDHHS has asked healthcare providers and health systems to familiarize themselves with the program guidelines. The Division follows the guidance from the U.S. Centers for Disease Control and Prevention (CDC) on the use of antiretroviral non-occupational Post-Exposure Prophylaxis (nPEP) medications. Expanding access to nPEP will benefit members and communities by lowering the rate of new HIV infections.

## OIG EXCLUSION AND SCREENING

Medicare rules prohibit us from doing business with companies (and employees of such companies) listed on the Office of Inspector General's (OIG) Exclusion List. This list contains the names of companies and individuals who have been excluded from participation in Medicare, Medicaid and all other Federal health care programs due to a healthcare violation. You are required to screen your company and employees against this list at time of hire and monthly thereafter.

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

***We thank you for your continued support and commitment to high quality health care.***

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# PrimeMeridian

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## Provider Manual – 2018 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**.

## How to Refer Patients to Care Coordination



### 1. Notifying Meridian through the Provider Portal

- Login to the Provider Portal through [www.mhplan.com](http://www.mhplan.com)
- Choose the "For Providers" option on the banner
- Choose "Provider Portal" in the middle of the screen
- Choose which state and login
- Click "Notify Health Plan" at the bottom of the member screen once the Member ID has been inputted
- Select "Case Management" tab and fill out the reason for the referral



### 2. Completing the "Care Coordination Referral Form" and faxing it to Meridian. 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 or would like to refer a member by phone, call our Member Services department at 888-437-0606.**



## MEDICARE HOME TEST KIT LAUNCH

Meridian would like you to join us in improving the health and wellness of our members. Colorectal cancer is a preventable and highly treatable cancer when caught at an early stage. At Meridian, we want to give our members the opportunity to screen for colorectal cancer in multiple ways. Meridian offers home test kits for members identified as appropriate candidates for a colorectal cancer screening. These members may receive a Fecal Immunochemical Test (FIT). The kit simply requires the member to provide a small sample, is non-invasive, and does not require dietary preparation. Meridian wants to provide other options to screen for colorectal cancer.



Some members are reluctant to discuss having a colonoscopy or they believe the procedure might be painful. Encourage your members who are 50 and older to get a colonoscopy, but also educate them on the alternative screening methods available to decide what is best for them. Healthcare counseling is more compliant when it is received from their doctor than from their insurance company.

The FIT kit allows the member to complete a necessary screening in the convenience and privacy of their home. Copies of the lab results will be shared with the member's assigned Primary Care Provider (PCP) for inclusion in the member's medical record. The member is encouraged to reach out to their provider regarding the results.

If you are interested in knowing which of your assigned members are eligible for a home test kit, contact the Quality Improvement department at **888-437-0606**.

## QUALITY OF CARE

Meridian has been looking at our Quality of Care (QoC) process and attempting to make QoC investigations more efficient for all parties involved. Our goal is to identify areas where healthcare services can be improved and provide feedback to facilities and practitioners. There are several process improvements planned including a new medical record request process, new request letters for QoC investigations,

and involvement of Provider Network Representatives. We have created a dedicated email and fax number and have provided our CIOX account numbers to make sending records to Meridian as easy as possible. We have also created follow up letters for QoC investigations so that providers will be notified of all outcomes.



We appreciate your commitment to providing the best care to Meridian members and for continuing to participate in quality improvement for your patients. Please be on the lookout for these changes in August 2018. If you have any questions feel free to reach out your Provider Network Representative.

## Webinar and Win with Meridian!

Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is a survey used to assess patient satisfaction with health plans, providers, and health care facilities. The survey assesses topics such as the communication skills of providers and ease of access to health care services. In response to Meridian's most recent CAHPS® survey results, Meridian conducted interactive educational webinars with our providers. In March of 2018, 121 participants learned how to increase and maintain patient satisfaction and engagement in order to promote positive patient health outcomes.

Meridian raffled off thousands of dollars in cash prizes for webinar participants, including a grand prize 60" SONY Smart TV!

Meridian thanks all attendees for taking the time to participate in the CAHPS® webinar and applauds the commitment to improving patient satisfaction. Stay tuned for future webinars on other important topics and your chance to be a winner too! Check out some of Meridian's Webinar winners!



CAHPS Grand Prize Winner, Jonathan Ross, Office Manager, Dobson Chiropractic Center



Stephanie Kellerbauer, Nursing Supervisor, Pediatric Center of Adrian

Ginny Shaw, Office Manager, A. Hajjousef MD PC, Pediatric Care of Adrian



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 healthcare 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.



Jennifer Kittle and Paula Vincent, Office Manager and Biller, Family Practice of Hillsdale

## Reminder for Medicare Providers Disclosure and Non-Retaliation Policy

As a Meridian business partner, you have an obligation to disclose to us issues of non-compliance. Issues can range from operational deficiencies to deficiencies with member impact. You must report the incident immediately to your Meridian contract administrator or any member of the Compliance department. We maintain a strict non-retaliation policy that prohibits anyone from being retaliated against for making a good-faith report of a potential compliance or FWA violation.



Melanie Corlin, Therapist, Wise Mind PLLC

Lois Katie Newman, Director of Clinical Services, M&Y Care