

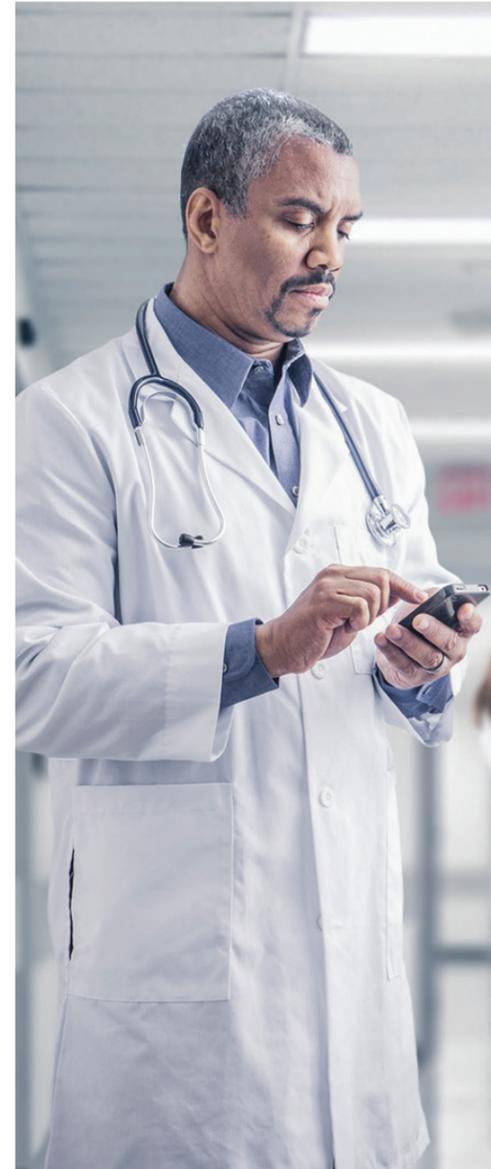


1 Campus Martius, Suite 700
Detroit, MI 48226



Prime Meridian

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Know Your Rights

It's important to know your rights as a provider with Meridian. To learn more about your rights, your patient's rights, and much more, check out your Provider Manual. Your Provider Manual will also provide important info on:

- Medical Necessity Criteria
- Notice of Privacy Practices
- Clinical Practice Guidelines
- Programs that Meridian offers to members



Formulary Changes

The Medicaid Formulary is available on Meridian's website. Visit www.mhplan.com/mi and click on "Providers," or call MeridianRx at **866-984-6462** to request a printed copy. You can find valuable information in the formulary, such as:

- A list of pharmaceuticals included in the benefit plan, including restrictions and preferences
- Instructions on how to use the pharmaceutical management procedures
- An explanation of limits or quotas
- How prescribing practitioners must provide information to support an exception request
- Meridian's process for generic substitution, therapeutic interchange, and step therapy protocol
- Updates to the formulary

Utilization Management Decision-Making

Providers can find the criteria used to make Utilization Management (UM) decisions in the Provider Manual on our website or by calling **888-437-0606** for a printed copy. UM decision-making is based on the care, service, and existence of coverage. Meridian and its vendors do not reward providers or other individuals for issuing denials of coverage or care. Financial incentives for UM decision-makers do not encourage decisions that result in underutilization.

Meridian has processes to ensure that our UM staff is available to receive calls from members or providers to discuss decisions or practices.



Call us Monday through Friday from 8 a.m. to 5 p.m. at **888-437-0606** for assistance.



Practice Information Updates

Update Meridian anytime your 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 (PHOs) and Delegated Entities, are required to submit a full roster quarterly. Communicate these updates through the following options:

- **Fax:** 313-309-8530
- **Mail:** MeridianHealth, 1 Campus Martius, Ste. 700, Detroit, MI 48226
- **Email:** ProviderHelp.MI@mhplan.com
- **Contacting your local Provider Network Management Representative Call:**
Provider Services Help Line MI: 888-773-2647

Health Awareness Months

A new year means new beginnings. Your patients will benefit from you helping them set new health goals and keeping them aware of preventive health measures. National Health Observances (NHOs) raise awareness, while also keeping your own health and your patient's health in mind. Here is a list of dedicated observances for the year:



Patient-Centered Medical Home (PCMH) Incentives

As the State Innovation Model (SIM) PCMH demonstration ends, changes will be made to align with the State-preferred PCMH Incentive model. More details are coming soon.