

Monthly Provider Check-In

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Meridian awarded D-SNP contract for dually eligible adults



Meridian was one of four health plans selected by the Illinois Department of Healthcare and Family Services (HFS) to continue providing Medicare and Medicaid services for dually eligible Illinoisans through a Fully Integrated Dual Eligible Special Needs Plan (D-SNP) beginning **January 1, 2026**.

"We are proud to continue to connect our dually eligible members to a comprehensive range of services to support their physical, mental, and emotional well-being," says Meridian Plan President and CEO Cristal Gary. "Meridian is committed to continuously innovating programs and processes to

ensure our members achieve the best health outcomes possible.”

D-SNP announcement

All your answers in one place: Our newest provider manual



The provider manual is your best, most comprehensive resource for understanding Meridian policies and procedures. Our June 2025 edition reflects key updates, such as:

- Current authorization requirements
- Functionality now accessible in Availity Essentials™
- Procedures for appeals, grievances, and provider claim disputes

Meridian Provider Manual

Connect with us at a Meridian Meet & Greet this summer

We hosted a capacity crowd at our first town hall event last week in Oak Brook. And we have more events scheduled throughout the summer—with upcoming opportunities in Rockford and Peoria (including a virtual option for providers registered to attend our canceled event in Rock Island). Register today and take advantage of this opportunity to connect with leaders from across the organization, ask questions, and share ideas.

[View schedule & register](#) ↗

Prioritize preventive care during Men's Health Month

Together, let's work to elevate care for men and narrow widening gender gaps in health outcomes by promoting prevention:

- Many men have high blood pressure, with Black and Latino men having higher rates of uncontrolled hypertension, according to CDC data. Contracted PCPs can earn rewards for controlling hypertension and meeting HEDIS targets through our [P4P program](#).
- Meridian members can earn prepaid debit cards for completing colorectal cancer screenings and other activities through our [Healthy Rewards program](#).
- Help members with prediabetes halt its progression by referring them to a [Diabetes Prevention Program](#).
- See how care coordination supports men with behavioral health and other challenges: [Watch Michael's story](#).

June and July Quality Webinars

Sign up today for one of our [upcoming Quality webinars](#) covering the following topics:

June Topics

- Well Child Visit
- Men's Health
- Vendor Programs
- **Register:** [June 26 from 2:00 – 2:45 p.m.](#)

July Topics

- Provider Support Teams
- Outpatient Mental Health Survey
- Z-codes and Social Determinants of Health
- Medical Record Submission Process
- **Register:** [July 24 from 2:00 – 3:00 p.m.](#)

Ensure timely access to blood pressure monitoring equipment

Reliable home blood pressure monitors are critical tools for helping to keep hypertension under control. The Meridian network includes several durable medical equipment (DME) providers who offer shipping to members statewide. By referring to these providers, you help reduce patient costs, simplify authorization processes, and support continuity of care.

[In-network DME providers ↗](#)

Celebrate Pride Month and champion patient-centered care



Meridian is proud to partner with LGBTQ+ affirming healthcare providers and visibly show our support by participating in Pride Month events across Illinois. Enhance your clinical knowledge and participate in our free, [instructor-led training course focused on empathy and advocacy for LGBTQ+ youth and families.](#)

YouthCare providers: Request consent through DCFS' new portal

The Illinois Department of Children and Family Services (DCFS) recently introduced the DCFS Guardian Consent Portal—a user-friendly website for electronic submission of consent requests for youth in care. Providers and caseworkers are encouraged to use this new portal for streamlined processing of requests, such as required consent for the dispensing of psychotropic medications.

[Learn more about the DCFS Guardian Consent Portal](#) ➔

Fee schedule updates, rate changes, & billing updates

Claim alerts and known issues are posted on our [website](#), along with updates from Meridian about proactively reprocessing claims. Claims should not be resubmitted unless otherwise indicated. For billing questions, contact your assigned Provider Engagement Administrator or representative. If your practice doesn't have an assigned representative, please complete our [intake form](#).

- Review our recent [provider notice about common claims rejection reasons](#) for tips on resolving and avoiding rejected claims.
 - HFS issued a [provider notice](#) with revised Hospital Rate Sheets and Calculators, effective **April 1, 2025**.
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In case you missed it

- Check your inbox for your annual Provider Satisfaction Survey and share your invaluable feedback to guide our health plan's improvement initiatives.
- HFS shared an updated version of the [IAMHP Comprehensive Billing Manual](#) and highlighted the addition of new sections such as those related to doula and lactation consultants.
- HFS reissued its [Dental Office Reference Manual](#) for enrolled providers.
- See Meridian and YouthCare in the news:
 - *CBS Chicago News* featured Meridian's growing [partnership with Main Stay Therapeutic Farm](#), where members of all ages are learning emotion regulation skills.
 - John Vizuite, Meridian clinical manager, joined [Univision Chicago's radio program](#) to help spread awareness about diabetes prevention among Spanish-speaking audiences.
 - We [announced a series of farmers market events](#) to combat food insecurity and increase access to fresh produce in central and southern Illinois.

Meridian and our family of plans connect communities across the state to the whole-health care they need, right where they are.



Meridian complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

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