

MONTHLY Provider Update



April 2020

ILLINOIS

Welcome to the Provider Update for April 2020. Please refer to the Bulletins page of our website for more detailed information. 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)

COVID-19 is an emerging illness. Many details about this disease are still unknown, such as treatment options, how the virus works, and the total impact of the illness. New information, obtained daily, will further inform the risk assessment, treatment options and next steps. We always 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.

Meridian has created a webpage devoted to COVID-19 resources for our member and providers. Go to <https://corp.mhplan.com/en/covid-19> for education on COVID-19.

See our Bulletins page for more information.

Telehealth Guidance During Coronavirus Disease 2019 (COVID-19)

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

See our Bulletins page for more information.



QUALITY

Healthcare Effectiveness Data and Information Set (HEDIS®) Hybrid

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FOR MORE INFORMATION ON THESE UPDATES:

Visit the Bulletins page on mhplan.com via the steps below:

- 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"

Fill out 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
866-606-3700



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Due to the ongoing coronavirus pandemic, Meridian encourages the use of temporary remote electronic medical record access. Our Quality Data Abstraction team can partner with you to pull all HEDIS® medical record requests for your office without the need for office visits.

Please email illinoisdataabstractionteam@mhplan.com for more information or if you are interested in setting up remote access.



PAYMENT INTEGRITY

Therapy Billing Guidelines

In order for Meridian to adjudicate therapy claims, the following modifiers should be included or the claim will be rejected:

- Physical therapy: GP
- Occupational therapy: GO
- Speech therapy: GN

For more information, visit www.illinois.gov/hfs/SiteCollectionDocuments/j200a.pdf



EDUCATION

Provider Update Sign-Up

Visit the Bulletins page for your state and fill out 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** or **ProviderHelp.IL@mhplan.com**



OPERATIONS

Clinical Laboratory Improvement Amendments

MeridianHealth will implement clinical laboratory improvement amendments (CLIA) requirements to the Illinois Provider Manual. Beginning June 1, 2020, any CLIA lab services performed outside of rules will be rejected.

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For more information on CLIA rules, visit the following resources:

<http://www.dph.illinois.gov/sites/default/files/publications/clia-how-obtain-cliacertificate-041316.pdf>

<https://www.illinois.gov/hfs/SiteCollectionDocuments/LabPolicyTopicL21012Rev060118.pdf>

<https://www.cms.gov/Regulations-and-Guidance/Legislation/CLIA/index?redirect=/clia>

Continued Stay Reviews

Meridian is altering the time frame within which we will request clinical documentation to complete continued stay reviews for Inpatient Rehab (IPR) and Long-Term Acute Care Hospital (LTACH) settings. We will continue to work with our providers to make our members discharge planning needs a priority.

Managed Care Provider Resolution Portal

On February 28, 2020, the Illinois Department of Health and Family Services (HFS) launched its new Managed Care Provider Resolution Portal. Provider Managed Care Organizations issues submitted through HFS's new provider dispute resolution portal will be processed according to the process and time frames as required by Public Act 101-0209. HFS's new process requires that providers first use Meridian's internal dispute process and allow 30 days for resolution prior to submitting a complaint through the HFS portal.

See our Bulletins page for more information.



PHARMACY

Uniform Pharmacy Drug List (PDL)

Due to the ongoing coronavirus pandemic, MeridianHealth changed our formulary in conjunction with Illinois Department of Health and Family Services (HFS). MeridianHealth moved Ventolin HFA Inhaler, Albuterol HFA Inhaler, Xopenex HFA Inhaler, Levalbuterol HFA Inhaler and Levalbuterol Nebulizer Solution from Non-Preferred to Preferred, making it easier for members to get these medications.

Providers, members, and pharmacies can find a comprehensive list of covered medications at www.mhplan.com and www.meridianrx.com.

For any additional information or questions, please contact us at **855-580-1688** or email info@meridianrx.com.