

MONTHLY Provider Update



AUGUST 2020

ILLINOIS

Welcome to the Provider Update for August 2020. 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)

Many details about COVID-19 are still unknown, such as treatment options, how the virus works, and the total impact of the illness. We 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.

Go to corp.mhplan.com/en/covid-19 for education on COVID-19 or see our Bulletins page for more information.

Telehealth Guidance During Coronavirus Disease 2019 (COVID-19)

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

Go to corp.mhplan.com/en/covid-19 for education on COVID-19 or see our Bulletins page for more information.



QUALITY

Opioid Program

To help our members be safe, Meridian is focusing on outreach to providers with members who were prescribed opioids totaling at least a 120 mg morphine equivalent dose (MED) within the past six months. We ask for your support in this particular endeavor, as we hope to decrease the likelihood of an accidental overdose. A Meridian Medical Director may be contacting you regarding the Meridian

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"

Complete 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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members we have identified as being “at risk” for an accidental overdose because of their high morphine equivalent dose.

Novu Healthy Rewards

Meridian has launched our 2020 partnership with Novu for our member Healthy Rewards program. Eligible members will be contacted by Novu on Meridian’s behalf regarding the specific service(s) they are due for and instructions on how to claim their gift card upon completion. Please let members know that Novu is a trusted Meridian partner. You may direct any additional questions to Illinois Quality Improvement at 866-606-3700.



PAYMENT INTEGRITY

Cotiviti Clinical Chart Validation

Meridian will engage additional clinical chart validation (CCV) opportunities beginning October 15, 2020, in Illinois as part of our ongoing partnership with Cotiviti. The partnership with Cotiviti for CCV will supplement our current clinical chart validation program and is designed to increase the accuracy of claims payments to our provider partners. Meridian is committed to ensuring our systems and processes are updated regularly and are consistent with national chart validation reviews.



EDUCATION

Provider Update Sign-Up

Visit the Bulletins page for your state and complete 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
- Call: Provider Services Help Line: 866-606-3700
- 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

TurningPoint Expansion

Meridian is pleased to announce the expansion of our Surgical Quality and Safety Management

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Program with TurningPoint Healthcare Solutions, LLC (TurningPoint). This program has been in place for MeridianComplete (Medicare-Medicaid Plan [MMP]) since January 2020. We will implement this program for our Medicaid plan, MeridianHealth, effective October 1, 2020. This program is designed to work collaboratively with physicians in promoting patient safety through the practice of high quality and cost-effective care for Meridian members undergoing musculoskeletal surgical procedures.

Please see our Bulletins page for a detailed notification and delegated code lists.



PHARMACY

Ordering, Referring and Prescribing (ORP) National Provider Identifier (NPI) Requirements
The Illinois Department of Healthcare and Family Services (HFS) indicated that the ORP rule went into effect on August 1, 2020. If the ORP provider's name and NPI are not on the claim, or if the claim contains information for an ORP provider who is not enrolled in Illinois Medicaid Program Advanced Cloud Technology (IMPACT), Meridian will reject the claim and no payment will be issued. Pharmacy claims submitted through the pharmacy point-of-sale system, including prescriptions (refills or new prescriptions) prescribed by non-registered providers, will be rejected and members may not be able to receive their medications.

Please see our Bulletins page for more information.