

MONTHLY Provider Update



DECEMBER 2020

ILLINOIS

Welcome to the Provider Update for December 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 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 and 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

HEDIS® Hybrid Season

Healthcare Effectiveness Data and Information Set (HEDIS®) Hybrid season is approaching! HEDIS® is a standardized process of data collection used to assess our performance. In support of this effort, we are collecting medical records to ensure Meridian has an accurate account of completed services. Keep a look out for our communications and

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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medical record requests from the health plan and our vendors. This year Meridian is partnered with Change Healthcare and CiOX for medical record retrieval. If you have any questions or concerns, please reach out to illinoisdataabstractionteam@mhplan.com.

Talking to Parents about Vaccines

Many parents have questions about their children's vaccines and having answers to their questions can help parents feel confident in choosing to immunize their child. The CDC offers materials to help healthcare professionals start or continue vaccine conversations with parents. Resources include communication strategies and tips for effectively addressing questions you may get from parents, as well as information for parents who choose not to vaccinate. For more information, visit www.cdc.gov/vaccines/hcp/conversations/preparing-for-parent-vaccine-questions.html.



PAYMENT INTEGRITY

Self-Service Application Updates

Starting December 14, 2020, enhancements will be made to the Meridian Medicaid claims self-service application. Additional information regarding your claim status will be available, including the received date of the claim and line-by-line detail of the claim. Meridian requires Medicaid claim status to be obtained through the self-service application. As a reminder, the following information is needed when calling Meridian for assistance with claims:

- NPI number
- Member identification (member ID, name, and date of birth)
- Claim number OR date of service and amount billed

Additionally, you can always status a claim on the Meridian Provider Portal. For assistance with the portal, contact your Provider Network Management Representative or call Meridian at 866-606-3700.

Short Stay Policy

Effective January 1, 2021, it is the policy of Meridian that inpatient hospital stays (vs. observation) of two days or less are medically necessary for one of the following indications:

- Admission is for a procedure on the CMS Inpatient Only List
- Admission to an intermediate or intensive care unit level of care, including neonatal intensive care unit (NICU), considered medically necessary per a nationally recognized clinical decision support tool, with the exception of Overdose and DKA diagnosis
- Unexpected death during the admission
- Departure against medical advice from a medically necessary (per a nationally recognized clinical decision support tool) inpatient stay
- Transferred from another facility, with a medically necessary (per a nationally recognized clinical decision support tool) total length of stay greater than two days
- Election of hospice care in lieu of continued treatment in hospital

Inpatient admission requests that are less than a two day stay at the time of initial review and fall outside the criteria above will be reviewed for observation.

MONTHLY Provider Update



DECEMBER 2020

ILLINOIS



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!

Flu Vaccinations

Flu season is here. Meridian encourages members to get the flu vaccine. Members can get their flu vaccine covered at no out-of-pocket cost at their local health department, primary care provider office, and in-network pharmacies.

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

Clearinghouse Consolidation

Meridian has decided to consolidate its multiple clearinghouse interactions into a single clearinghouse. Effective January 1, 2021, Meridian will use Availity as the single clearinghouse (EDI Gateway) to receive all claims transactions.