

MONTHLY Provider Update



February 2020

ILLINOIS

Welcome to the Provider Update for February 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!



QUALITY

2020 Hybrid Season

The 2020 Healthcare Effectiveness Data and Information Set (HEDIS®) Hybrid Season is January through May. During this time your office can expect the following:

- Regular medical record fax requests regarding services your patients were due for in calendar year 2019
- Contact from our internal Abstraction team to schedule on-site visits to collect medical records for our members
- Additional outreach from our Quality Improvement representatives to obtain medical record information

This is an opportunity to identify additional services that may not have been captured through claims. We appreciate your partnership and timeliness in response to these medical record requests!

If you have any questions, please contact Chris Castaneda at **christopher.castaneda@mhplan.com** or **313-324-3700 x25022**.

Risk for Continued Opioid Use Program

The Risk for Continued Opioid Use (COU) program launched in October 2019. This program focuses on providing opioid-naïve members with educational materials on the potential risks of opioid use over time, and how to safely dispose of opioid medications to prevent misuse. An additional member-focused telephonic component of this initiative launched on February 1, 2020.



EDUCATION

Provider Update Sign-Up

Visit the Bulletins page for your state and fill out our sign-up form to receive the monthly update **directly in your inbox!**

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 our 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

MONTHLY Provider Update



February 2020

ILLINOIS

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 (PHO) 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**

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's office, and in-network pharmacies.



OPERATIONS

MeridianCare to WellCare

As an important partner in supporting the health of our members, we wanted to remind you that MeridianCare, a WellCare company, changed its name and logo to WellCare, effective January 1, 2020.



This branding change is only applicable to the MeridianCare (Medicare) line of business. The MeridianHealth, MeridianComplete, MeridianChoice and MeridianRx lines of business will not be transitioning their brand or logos. As a provider, you do not have to take any action to continue to serve your patients.

Updated MeridianComplete Prior Authorization Fax Numbers

Effective January 1, 2020, MeridianComplete fax numbers changed to the following:

- Inpatient Admissions: **312-980-0450**
- Post-Acute Admissions: **312-980-2341**
- Pre-Service Expedited: **312-980-2349**
- Pre-Service Standard: **312-980-2351**

Historical fax lines were terminated on February 1, 2020.

Please see our Bulletins page for more information.

Delivery Notifications and Infant Admission Reminder

Please partner with us to ensure our members receive high-quality postpartum care by faxing delivery notifications/requests to Meridian at **312-508-7213**. Any delivery that results in an infant admission request should be faxed directly to ProgenyHealth at **844-868-5054**.

MONTHLY Provider Update



February 2020

ILLINOIS

Provider Complaint Portal

Illinois Department of Healthcare and Family Services (HFS) is launching a new provider complaint portal that requires providers to enter a unique tracking number. Providers may obtain a Meridian tracking number by submitting a complaint or claim dispute through our new online tool located at <https://corp.mhplan.com/en/claimsdispute/>.

Please look for more information in the coming weeks!



PHARMACY

SUPPORT Act Opioid Edits

MeridianHealth will implement a new opioid overutilization policy for our Medicaid members on March 1, 2020. Following CMS guidance, MeridianHealth will have new pharmacy edits (stops) in place at the pharmacy point-of-sale to manage Medicaid member overutilization of frequently abused drugs.

See our Bulletins page for more information.

Uniform Pharmacy Drug List

Effective January 1, 2020, Illinois Department of Healthcare and Family Services (HFS) transitioned to a uniform Preferred Drug List (PDL). Providers, members, and pharmacies can find a comprehensive list of covered medications at www.mhplan.com and www.meridianrx.com.

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