

# MONTHLY Provider Update



January 2020

ILLINOIS

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



## QUALITY

### Affinity Patient Coordination

Meridian would like to remind you that we are partnering with a vendor, Affinity Patient Coordination (APC), to provide pharmacist-driven care coordination to our members. APC will help members manage their medications, provide education, and develop health goals to better manage their overall care.

### Appropriate Use of Antibiotics

Meridian is seeking assistance in promoting antibiotic awareness to improve patient safety and combat resistance. Provide patients the best care by following clinical practice guidelines when prescribing antibiotics.

Visit [cdc.gov/antibiotic-use](https://www.cdc.gov/antibiotic-use) for more information, resources, and tools for your office from the Centers for Disease Control and Prevention's *Be Antibiotics Aware* campaign.

### Hybrid Season

HEDIS® 2020 Hybrid season is here and will continue through May. During this time, you may receive medical record requests needed to close HEDIS® gaps in care, as well as potential on-site medical record abstraction from our internal abstraction team. Timeliness in response and cooperation with medical record requests will assist with a successful HEDIS® 2020 Hybrid season.

See our Bulletins page for more information.



## PAYMENT INTEGRITY

### Change Healthcare Update

There have been updates to the record submission and appeals process for Change Healthcare claims. Meridian will no longer accept records without an appeal letter or medical records supporting the services. When providers receive a records request letter from Change Healthcare, they must submit records directly to Change Healthcare.

## FOR MORE INFORMATION ON THESE UPDATES:

Visit the Bulletins page on [mhplan.com](https://www.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"

Contact your **local Provider Network Development Representative**

Contact Provider Services at  
**866-606-3700**

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Meridian will no longer submit records for providers.

Please see our Bulletins page for more information.



## EDUCATION

### 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.

### Consumer Assessment of Healthcare Providers and Systems

Meridian conducts an annual Consumer Assessment of Healthcare Provider Systems (CAHPS®) survey, which runs from March through May, to determine current levels of member satisfaction with their health plans and providers and to identify areas of potential improvement.

You can help improve patient satisfaction and their corresponding measures of the CAHPS® survey by:

- Reducing wait times (Getting Care Quickly)
- Asking patients what their concerns are and valuing their input (How Well Doctors Communicate, Shared Decision Making)
- Following up with your patients' specialists to ensure continuity of care (Getting Needed Care, Rating of Personal Doctor, Rating of Specialist)

If you or your patients have any questions, please call Meridian at **866-606-3700**.

### Practice Information Updates

Please update Meridian in a timely manner 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 Development Representative
- Email: **ProviderUpdates@mhplan.com** or **ProviderHelp.IL@mhplan.com**



## 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.

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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.

## **Behavioral Health Prior Authorizations**

Prior authorization will be added to a series of Behavioral Health codes beginning April 1, 2020. The service and code list can be found on the MeridianHealth website under Provider Bulletins. Recent updates to the code list were made within the sections of Neuropsychological and Development Testing. Requests for prior authorization can be submitted to MeridianHealth via the fax number **312-980-0443**.

See our Bulletins page for more information.

## **Outpatient Prior Authorizations**

Meridian completed a periodic review of our outpatient prior authorization (PA) rules to align with high quality standards and reduce variability in practice. We will be updating our outpatient PA requirements in our authorization lookup tool by March 12, 2020 for a March 17, 2020 effective date.

See our Bulletins page for more information



## **PHARMACY**

### **Uniform Pharmacy Drug List (PDL)**

Effective January 1, 2020, Illinois Department of Healthcare and Family Services (HFS) is transitioning to a uniform Pharmacy Drug List (PDL) for all Managed Care Organizations (MCOs). Providers, members, and pharmacies can find a comprehensive list of covered medications at **[www.mhplan.com](http://www.mhplan.com)** and **[www.meridianrx.com](http://www.meridianrx.com)**. For any additional information or questions, please contact us at **855-580-1688** or email at **[info@meridianrx.com](mailto:info@meridianrx.com)**.

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