

# Updated MeridianComplete Prior Authorization Submission Options

January 2020



ILLINOIS

Dear Providers,

There have been several changes communicated over the last few months that will affect the MeridianComplete Medicare-Medicaid (MMP) plans. The intent of this notification is to summarize the upcoming changes for MeridianComplete. All changes outlined in this document are effective January 1, 2020.

- Changes to prior authorization (PA) requirements
- Inpatient Notification Requirements
- Utilization Management vendor updates
- Updates to the request submission process

## **Changes to Prior Authorization (PA) requirements**

There will be changes to the MeridianComplete PA requirements effective January 1, 2020. You can view all codes that will have an added PA requirement for 2020 on the Bulletins page of our website. A complete list of PA requirements will be posted to the website by January 1, 2020.

## **Inpatient Notification Requirements**

When a member is admitted to a facility, MeridianComplete requires notification to the MeridianComplete Utilization Management staff within one business day of admission. This includes all admissions, including admissions to behavioral health facilities. We need this notification to obtain clinical information to perform case management and ensure coordination of services. If you fail to notify us of admissions or observation stays, the claim may be denied.

Always check eligibility and confirm benefits before rendering services to members. If you have any questions about this notice, please contact your Provider Network Development Representative or Provider Services at **1-855-580-1689**.

## **Utilization Management vendor updates**

- **eviCore Expansion:** MeridianComplete will go live with new eviCore programs on January 1, 2020. The eviCore expansion includes the following programs: Physical Therapy (PT), Occupational Therapy (OT), Genetic Testing, Pain Management and Sleep Studies. Requests for dates of service January 1, 2020 and beyond should be submitted directly to eviCore.

More information related to the eviCore expansion (including CPT code lists, clinical guidelines and quick reference guides) can be accessed on the eviCore-Meridian Implementation Page ([www.eviCore.com/healthplan/meridian\\_wellcare](http://www.eviCore.com/healthplan/meridian_wellcare)) or on the Bulletins page of the website.

- **TurningPoint:** Effective January 1, 2020, TurningPoint Healthcare Solutions LLC will manage prior authorizations for musculoskeletal surgical procedures for MeridianComplete members. Requests for dates of service January 1, 2020 and beyond should be submitted directly to TurningPoint. Please access the Bulletins page on our website for a detailed notification and delegated code list.

## **Updates to the request submission process**

There will be changes to the request submission process. The grid below outlines request submission options by service, effective January 1, 2020:

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TYPE OF SERVICE	ENTITY	PORTAL LINK	CONTACT INFO
*Pain management, sleep studies, radiology, cardiology, genetic testing	eviCore	<a href="http://www.evicore.com">www.evicore.com</a>	<b>Phone:</b> 888-333-8641 <b>Fax:</b> 800-540-2406
*PT, OT	eviCore	<a href="http://www.evicore.com">www.evicore.com</a>	<b>Phone:</b> 888-333-8641 <b>Fax:</b> 855-744-1319
Medical oncology, radiation therapy	HealthHelp	<a href="http://portal.healthhelp.com/">portal.healthhelp.com/</a>	<b>Phone:</b> 888-285-0562 <b>Fax:</b> 866-203-7271
*Musculoskeletal surgical procedures	TurningPoint	<a href="http://www.myturningpoint-healthcare.com">www.myturningpoint-healthcare.com</a>	<b>Phone:</b> 877-659-3409 <b>Fax:</b> 773-819-2024
Pharmacy	MeridianRx	<a href="http://rxprescriber.atlascomplete.com/">rxprescriber.atlascomplete.com/</a> or <a href="http://www.meridianrx.com">www.meridianrx.com</a>	<b>Phone:</b> 855-898-1480 <b>Fax:</b> 844-328-1906
Behavioral Health	MeridianComplete	<a href="http://corp.mhplan.com/en/priorauthorization/">corp.mhplan.com/en/priorauthorization/</a>	<b>Phone:</b> 855-580-1689 <b>Fax:</b> <b>Inpatient:</b> 312-508-7200 <b>Outpatient/Pre-Service:</b> 312-980-0443
*All other medical requests	MeridianComplete	<a href="http://corp.mhplan.com/en/priorauthorization/">corp.mhplan.com/en/priorauthorization/</a>	<b>Phone:</b> 855-580-1689 <b>Fax:</b> <b>Inpatient:</b> 312-980-0450 <b>Post-Acute:</b> 312-980-2341 <b>Pre-Service Standard:</b> 312-980-2351 <b>Pre-Service Expedited:</b> 312-980-2349

*\*Indicates an update to current process. Change effective 1/1/2020.*

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Sincerely,

Meridian