

MONTHLY Provider Update



JANUARY 2021

ILLINOIS

Welcome to the Provider Update for January 2021. 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.

Medicaid Notice of COVID-19 Vaccine Billing Guidelines for Providers

MeridianHealth is closely following advancements in the prevention and treatment of COVID-19, including vaccinations. As a healthcare provider, you will play an integral role as COVID-19 vaccines become available. To prepare for vaccine administration, the Centers for Medicare and Medicaid Services (CMS) have **published billing guidance** for Medicaid and Children's Health Insurance Program (CHIP) providers. Similar to other COVID-19 services, the vaccines will be offered at no cost to your patients.

Please see our Bulletins page for full details.

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.

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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QUALITY

Consumer Assessment of Healthcare Providers and Systems (CAHPS®)

Meridian conducts an annual CAHPS® survey, which runs March through May, to determine current levels of member satisfaction with their health plan and providers to identify areas of potential improvement.

Here are some ways you can help to improve patient satisfaction and their corresponding measures of the CAHPS® survey:

- Reducing wait times (Getting Care Quickly)
- Following up with your patients' specialists to ensure continuity of care (Getting Needed Care, Rating of Personal Doctor, Rating of Specialist)

We are looking forward to continuing to collaborate with our providers to advance quality care in 2021!

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



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**

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OPERATIONS

Notification of Pregnancy

On November 1, 2020, MeridianHealth introduced the Notification of Pregnancy (NOP) assessment as part of the Meridian Hugs program to better integrate care management, care coordination, and disease management to improve the health of mothers and their newborn children. The NOP assessment and additional information can be accessed by logging on to our secure portal at **www.mhplan.com**.

Please contact your Meridian Provider Network Management Representative with any questions or concerns.

2021 MeridianComplete Provider Manual

A new provider manual is now available online for plan year 2021. Please be sure to review the provider manual for changes that may apply to you during plan year 2021. The new manual can be found at **corp.mhplan.com/en/provider/illinois/complete/benefits-resources/tools-resources/provider-manual**.

Please contact your Meridian Provider Network Management Representative with any questions or concerns.