



**To:** MeridianHealth Providers  
**State:** Illinois  
**Line of Business:** Medicaid  
**Re:** Claims Processing for New Membership

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Meridian is excited to inform you that Centene, the parent company of MeridianHealth (Meridian), has acquired NextLevel Health's HealthChoice Illinois membership. NextLevel Health's membership, which is based in Cook County, moved to Meridian on **July 1, 2020**. We are in the process of notifying members that they will become Meridian members. They will receive their Meridian ID cards shortly after July 1, 2020. NextLevel Health's HealthChoice Illinois contract with HFS concluded on June 30, 2020. All open authorizations for services requested and approved for NextLevel Health members on or before June 30, 2020 for dates of service July 1, 2020 and after will be migrated into Meridian's system to ensure continuity of care. Beginning on July 1, 2020, you can obtain authorizations through Meridian, and claims for dates of service beginning on July 1, 2020 may be submitted to Meridian.

This notice is to assist providers with changes impacting current NextLevel Health members' 2020 claim submissions, member eligibility, claim status inquiries and customer service. We would like to help your billing department get your claim submissions processed as efficiently as possible. Please use the date of service guide below for any claim submission.

**Please Note:** For fastest, most accurate processing, EDI is the preferred method.

Date of Service Guidance				
Date of Service	Health Plan Name	Transaction Type (CH/RP)	Clearing House Payer ID	Paper Claim Submissions
On or before  June 30, 2020	NextLevel Health	Both	81085	NextLevel Health  Attn: Claims Department  P.O Box 5050  Farmington, MO 63640
On or after July 1, 2020	MeridianHealth	Both	13189	MeridianHealth Claims Department 1 Campus Martius, Suite 720 Detroit, MI 48226

#### **AUTHORIZATIONS ISSUED BY NEXTLEVEL HEALTH**

In order to ensure continuity of care, all authorizations for service(s) issued by NextLevel Health will be honored by Meridian for 180 calendar days from 7/1/20. Meridian will be honoring authorizations to all providers for services that had previously been authorized by NextLevel Health. If you have questions about an authorization for dates of service on or after 7/1/20, please contact Meridian at 866-606-

3700. If you have questions about an authorization for dates of service prior to 7/1/20, please contact NextLevel Health at 833-275-6547.

## **CORRESPONDENCE**

**Your billing department will need to submit to the appropriate payer to prevent submission delays.**  
Use the date of service logic provided above to determine the correct payer to mail paper submissions.

<b>Health Plan &amp; Correspondence Type</b>	<b>Date of Service</b>	<b>Mailing Address</b>
<b>Claim Payment Disputes</b> (Related to untimely filing, incidental procedure, unlisted procedure code)	On or before June 30, 2020	NextLevel Health Attn: Claims Department P.O Box 5050 Farmington, MO 63640
	On or after July 1, 2020	MeridianHealth Claims Department 1 Campus Martius, Suite 720 Detroit, MI 48226
<b>Clinical Appeals</b> (Medical) (Medical necessity, authorization denials, benefits exhausted and non-covered procedures)	On or before June 30, 2020	NextLevel Health Attn: Claims Department P.O Box 5050 Farmington, MO 63640
	On or after July 1, 2020	MeridianHealth Appeals Department P.O. Box 44287 Detroit, MI 48244

## **RESOURCES**

<b>Date of Service</b>	<b>Resource Links</b>
On or before June 30, 2020	<a href="https://nextlevelhealthil.com/for-providers/">https://nextlevelhealthil.com/for-providers/</a>
On or after July 1, 2020	<a href="https://corp.mhplan.com/en/provider/illinois/meridianhealthplan/benefits-resources/tools-resources/">https://corp.mhplan.com/en/provider/illinois/meridianhealthplan/benefits-resources/tools-resources/</a>

## **ELECTRONIC FUNDS TRANSFER AND ELECTRONIC REMITTANCE**

Meridian uses PaySpan Health as the provider of electronic funds transfer (EFT) and electronic remittance advice/explanation of payment (ERA/EOP) free solutions. If you are not already registered, you can do so at [www.payspanhealth.com](http://www.payspanhealth.com) or by calling **877-331-7154**.

## **OTHER PROVIDER SERVICE INQUIRIES**

For eligibility/benefit information, claim status or other claims-related dispute questions, please choose the appropriate provider service number below.

<b>Date of Service</b>	<b>Health Plan</b>	<b>Provider Service Phone #</b>
<b>On or before</b> June 30, 2020	<b>NextLevel Health</b>	833-275-6547
<b>On or after</b> July 1, 2020	<b>MeridianHealth</b>	866-606-3700

We look forward to partnering with you in health care.

Sincerely,

MeridianHealth