

MONTHLY Provider Update



July 2020

ILLINOIS

Welcome to the Provider Update for July 2020. 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.

Telehealth Guidance During Coronavirus Disease 2019 (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 who wish to avoid clinical settings and other public spaces.

Go to corp.mhplan.com/en/covid-19 for education on COVID-19 or see our Bulletins page for more information.

Childhood Vaccinations During Coronavirus Disease 2019 (COVID-19)

Fewer childhood vaccines have been given during the COVID-19 pandemic. Times like these require creativity to maintain vaccine availability while keeping patients safe and their minds at ease. Consider these tips to encourage vaccinations and social distancing:

- Provide PPE to any patients and caregivers entering the office or coming within six feet of office staff

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

MONTHLY Provider Update



July 2020

ILLINOIS

- Designate a specific area of the office for well-visits and vaccinations only
- Schedule well-visits with vaccinations and sick visits at different times of the day
- Set up a "drive-up" vaccination clinic, scheduling smaller appointment windows for patients to receive vaccinations in their cars or the parking lot
- Collaborate with other community providers or health departments to create separate locations for vaccinations



PAYMENT INTEGRITY

YouthCare Claims

YouthCare HealthChoice Illinois, administered by MeridianHealth (Meridian), is a specialty health plan designed by the Illinois Department of Healthcare and Family Services (HFS) and the Department of Children and Family Services (DCFS) to serve former youth in care. YouthCare members will reflect Meridian membership in the HFS MEDI system.

See our Bulletins page for detailed information on YouthCare claims.

Refunds

Changes to the Meridian provider refund address are coming soon. Effective September 1, 2020, provider refunds will need to be sent to the new Meridian lockbox addresses. This is a change from our current address of 1 Campus Martius, Suite 700, Detroit, MI 48226. We will provide more detailed information in the coming weeks.



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!



OPERATIONS

MeridianHealth and NextLevel Health Member Transfer Agreement

MeridianHealth and NextLevel Health (NLH) have entered into a Member Transfer Agreement. Under the agreement, MeridianHealth was assigned 100 percent of NLH's approximately 54,000 members who access benefits from the Illinois Department of Healthcare and Family Services' HealthChoice Illinois Program effective July 1, 2020.

Clinical Laboratory Improvement Amendments (CLIA)

MeridianHealth previously had a request to implement CLIA requirements to the Illinois Provider Manual, which was set to begin June 17, 2020. Any CLIA lab services performed outside of rules will be rejected. There has been a delay of the process and release of the CLIA claim edit as of June 30, 2020.

MONTHLY Provider Update



July 2020

ILLINOIS



PHARMACY

Uniform Pharmacy Drug List (PDL)

Once a week, the Illinois Department of Health and Family Services makes updates to the Uniform PDL formulary. All Managed Care Organizations are required to update their formularies. Providers can find a comprehensive list of covered medications at www.mhplan.com or www.meridianrx.com for up-to-date coverage and alternatives.

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