

MONTHLY Provider Update



JUNE 2020

ILLINOIS

Welcome to the Provider Update for June 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.

Mid-Year Medicare Benefit Expansion during Coronavirus Disease 2019 (COVID-19)

Since March, WellCare has waived pre-authorizations, co-pays, and other costs related to COVID-19 testing, screening and medically necessary treatment. Also waived are prescription refill limits, and members are able to refill prescriptions prior to their refill date during this crisis. Starting July 1, 2020, eligible WellCare Medicare members will have expanded benefits to address issues such as, out-of-pocket medical costs, food insecurity, and medication assistance.

Please see our Bulletins page for more information.

FOR MORE INFORMATION ON THESE UPDATES:

Visit the Bulletins page on mhplan.com by following these steps:

- 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

Appointment Availability and After-Hours Access

Each year, Meridian assesses the appointment availability and after-hours access of our provider partners. This is to ensure that our members, your patients, are being served based on their level of need and that Meridian is in compliance with our Medicaid and Medicare contracts. Your practice may be contacted via phone by Faneuil, a contracted vendor Meridian has partnered with, to complete a survey in June regarding appointment availability and after-hours access at your practice. If you are contacted, please participate by answering their questions. If you have further questions, please contact your designated Provider Network Management Representative or call 866-606-3700. Thank you for your participation and support!



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!

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

Provider Dispute Portal Webinars

Meridian will be hosting Provider Dispute Portal Webinars. To sign up, please reach out to your Illinois Provider Network Management Representative or email providerhelp.il@mhplan.com. Webinars will be held on the following dates:

- June 12, 2020 at 2 p.m.
- June 26, 2020 at 2 p.m.



OPERATIONS

Timely Filing

Beginning October 1, 2020, the Timely Filing submission requirements specified in each Provider's Meridian Medicare contract will be enforced. For additional information, questions or concerns, please contact your local Provider Network Management Representative.

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Delivery Authorization Overview

As Meridian and Centene continue to integrate, the goal is to streamline processes and promote consistency across the enterprise.

Please see our Bulletins page, for instructions on how to submit Delivery Authorizations for Meridian members.



PHARMACY

YouthCare Pharmacy Claims

When billing for a YouthCare HealthChoice Illinois member, please use the following information:

BIN: 020545
PCN: RXA383
Group: RXGMCIL01

For further assistance, contact Envolve Pharmacy Solutions Help Desk at 800-971-3191.

MeridianTotal Pharmacy Claims

When billing for an Illinois Medicare MeridianTotal member, please use the following information:

BIN: 004336
PCN: MEDDADV
Group: RX8140

For further assistance, contact Envolve Pharmacy Solutions Help Desk at 888-865-6567.