

# MONTHLY Provider Update

NOVEMBER 2020



ILLINOIS

Welcome to the Provider Update for November 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](http://corp.mhplan.com/en/covid-19) for education on COVID-19 or see our Bulletins page for more information.

### 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.

Go to [corp.mhplan.com/en/covid-19](http://corp.mhplan.com/en/covid-19) for education on COVID-19 or see our Bulletins page for more information.

### COVID-19 Public Health Emergency Extended

The COVID-19 Public Health Emergency has been extended through January 21, 2021. In accordance with this renewal, services such as testing, screening, billing, and telehealth will continue through late January.

See our Bulletins page for more detailed information.

## FOR MORE INFORMATION ON THESE UPDATES:

Visit the Bulletins page on [mhplan.com](http://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

### November Health Month

November is National Diabetes Month! Please encourage your diabetic and at-risk patients to engage in healthy lifestyle choices, such as eating healthy, getting regular exercise, and losing weight if they are overweight.

Meridian offers a \$25 provider incentive for each of the following services per eligible Medicaid patient, per calendar year:

- HbA1c Test
- Eye Exam
- Medical Attention for Nephropathy

### 2021 Provider Incentive Changes Coming

Stay tuned for further details on changes to the specifications for the 2021 Pay for Performance (P4P) Provider Incentive Program.



## 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](mailto:ProviderUpdates@mhplan.com) or  
[ProviderHelp.IL@mhplan.com](mailto:ProviderHelp.IL@mhplan.com)

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## OPERATIONS

### eviCore Guidelines

Meridian has an ongoing partnership with eviCore to support multiple Utilization Management programs. Effective February 1, 2021, the clinical guidelines for the program noted below will be updated:

- Sleep Management

Current and future versions of the clinical guidelines for all eviCore-managed programs can be accessed at [www.evicore.com/provider/clinical-guidelines](http://www.evicore.com/provider/clinical-guidelines).

### MeridianComplete (Medicare-Medicaid Plan) System Changes – Impact to Providers

MeridianComplete will be migrating to new systems starting January 1, 2021. You will receive more information in the coming weeks on how these system transitions may impact you. Please look for these notifications to be received via fax, mail, and online.

If you have questions, please contact our Provider Services department or your Provider Network Management Representative.

### NICU/Delivery Authorization Submission Reminder

In an ongoing effort to reduce authorization processing times, we would like to provide a friendly reminder that will increase efficiency. Please use the following methods when requesting authorizations for Delivery and NICU admissions.

Infant neonatology admissions managed by Progeny Health submission options:

- Call 888-832-2006 and select "for Utilization Management press 3" prompt
- UM secure fax number - 844-868-5054

Delivery submission options:

- Meridian online prior authorization (PA) form at [www.mhplan.com](http://www.mhplan.com)

Meridian Illinois inpatient fax at 312-508-7244