

# MONTHLY Provider Update



OCTOBER 2020

ILLINOIS

Welcome to the Provider Update for October 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.



## QUALITY

### Breast Cancer Awareness Month

Catching breast cancer early often gives more treatment options and improves the chances of survival. Encourage your female patients ages 50 – 74 years old to get a mammogram each year, while you discuss risk factors and teach them how to perform self-exams.

Meridian offers a \$50 provider incentive for each screening per eligible Medicaid member, per calendar year.

## 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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## In-Network Specialists for COVID-19

Primary care providers (PCPs) are the heart of our members' health care. Members trust and rely on PCPs to help access appropriate, affordable care from the right providers, at the right time. If you refer our members to an out-of-network provider – or send their test specimens to a non-participating laboratory – they could be responsible for out-of-network charges according to their benefits. These costs can add up for members who don't have out-of-network benefits.

See our Bulletins page for details on referring members to in-network specialists.



## PAYMENT INTEGRITY

### Durable Medical Equipment (DME)

Effective November 1, 2020, any hand-priced DME procedure codes will be paid out at 25 percent of billed charges.

See our Bulletins page for more information.



## 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

### Provider Claim Dispute Form

Meridian has introduced the electronic provider dispute form, accessible to all providers. Additional enhancements were made to the dispute process to ensure that inquiries are routed appropriately internally, along with web capabilities for providers. The current fax number will be discontinued as of November 1, 2020. The dispute form can be found at [corp.mhplan.com/en/dispute-form](http://corp.mhplan.com/en/dispute-form).

See our Bulletins page for more information.

### Updated eviCore Clinical Guidelines

Meridian has an ongoing partnership with eviCore to support multiple Utilization Management programs. The clinical guidelines for the programs noted below will be updated as follows:

Effective 1/1/2021:

- Lab Management
- Radiology and Cardiology

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).

### TurningPoint Expansion

As a reminder, we expanded our Surgical Quality and Safety Management Program with the vendor, TurningPoint Healthcare Solutions, LLC, to our Medicaid plan, MeridianHealth, on October 1, 2020. This program has been in place for MeridianComplete (Medicare-Medicaid Plan [MMP]) since January 2020. This program is designed to work collaboratively with physicians in promoting patient safety through the practice of high quality and cost-effective care for Meridian members undergoing Musculoskeletal Surgical Procedures.

Please see the Bulletins page for a detailed notification, delegated code lists, and upcoming training opportunities.