

Provider Quick Reference Guide (Normal Business Hours)

MeridianHealth—Michigan: 888-437-0606 or 888-773-2647

MeridianHealth—Illinois: 866-606-3700

Hours of operation: Monday – Friday, 8 a.m. to 8 p.m.

If you need help or have questions outside of normal business hours, MeridianHealth has staff available to assist 24 hours a day, 7 days a week.

See below for the Provider Quick Reference Guide (After Hours).

Thank you for calling MeridianHealth. If this is an emergency, please hang up and dial 911.

Providers—**Press 2**

Be prepared to enter your 10 digit NPI

Select one of the following options once you have entered a correct NPI:

Eligibility & Benefits—**Press 1**

Pharmacy—**Press 2**

Technical Issues with the Portal—**Press 3**

Contract, demographic, or other provider-related questions—**Press 4**

Credentialing Status—**Press 5**

Eligibility & Benefits
If you've selected 1 in the previous menu, you will have the following options.

Check eligibility—**Press 1**

Check vision eligibility—**Press 2**

Claims—**Press 3**

Authorizations—**Press 4**

Speak to a representative—**Press 5**

NOTE: Selecting 1, 2, or 3 at this stage will bring you to our Self-Service Applications (See page 3 of this guide for more info).

Provider Quick Reference Guide (After Hours)

MeridianHealth—Michigan: 888-437-0606 or 888-773-2647

MeridianHealth—Illinois: 866-606-3700

Hours of operation: Monday – Friday, 8 p.m. to 8 a.m.; All day Saturday and Sunday

Thank you for calling MeridianHealth. If this is an emergency, please hang up and dial 911.

Providers—**Press 2**

Be prepared to enter your 10 digit NPI

Select one of the following options once you have entered a correct NPI:

Eligibility & Benefits—**Press 1**

Pharmacy—**Press 2**

Technical Issues with the Portal—**Press 3**

Eligibility & Benefits
If you've selected 1 in the previous menu, you will have the following self-service options.

Check eligibility—**Press 1**

Check vision eligibility—**Press 2**

Claims—**Press 3**

NOTE: Selecting any of the options at this stage will bring you to our Self-Service Applications (See page 3 of this guide for more info).

Provider Self-Service Application: Quick Reference Guide

Hours of operation: 24 hours a day, seven days a week

Please refer to pages 1 and 2 of this guide for steps on how to access the Self-Service Applications.

**Eligibility
Self-Service
Application**

Be prepared to enter your 10 digit NPI, member ID, and member date of birth to receive the following options:

- Member Effective Date—**Press 1**
- Chiropractic Benefit Information—**Press 2**
- Physical Therapy Benefit Information—**Press 3**
- Occupational Therapy Benefit Information—**Press 4**
- Speech Therapy Benefit Information—**Press 5**
- Vision Information—**Press 6**

**Claims
Self-Service
Application**

Be prepared to enter the following information:

- Your 10 digit NPI
- Member's identification number
- Member's date of birth
- Claim number or date of service and amount billed

**Helpful
Shortcuts:**

You will have three attempts for any entry.

Press **#** to complete an entry.

Upon replay of your entry:

Press **1** to confirm.

Press **2** to re-enter.

Dates should be entered in the following format:

mmddyyyy
(e.g., May 22, 1946 should be entered as 05221946)