

MONTHLY Provider Update

SEPTEMBER 2020



ILLINOIS

Welcome to the Provider Update for September 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 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.



QUALITY

Fluvention Program

Fluvention® is a multi-layered program to promote vaccinations for flu prevention, as well as incorporate COVID-19 prevention. The program provides members with vaccination education via emails, text messages, social media, on-hold messages, and automated outreach calls. The materials will incorporate social norms messaging, and convey that an increasing number of people get the flu shot.

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

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Providers will be provided with a robust packet of information, which includes a provider email, toolkit and talking points so that you can partner with us to help our members stay healthy this flu season.



PAYMENT INTEGRITY

Authorization Lookup Tool

Remember to utilize the Authorization Lookup Tool housed on our website. This allows you to save time and check multiple CPT codes at once. Find the Tool at corp.mhplan.com/en/online-payment-tools.

MeridianHealth Prospective Claims Accuracy (PCA)

MeridianHealth PCA will be releasing additional pre-payment professional claims edits beginning November 2020.

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!

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



OPERATIONS

Meridian Hugs

Beginning on November 1, 2020, MeridianHealth will introduce the Notification of Pregnancy (NOP) assessment as part of the Meridian Hugs program to better integrate care management, care coordination, and disease management to improve the health of mothers and their newborn children. The NOP assessment and additional information can be accessed by logging on to our secure portal at www.mhplan.com.

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Please contact your Meridian Provider Network Management Representative with any questions or concerns.

TurningPoint Expansion Reminder

As a reminder, Meridian is expanding our Surgical Quality and Safety Management Program with our vendor, TurningPoint Healthcare Solutions, LLC (TurningPoint). This program has been in place for MeridianComplete (Medicare-Medicaid Plan [MMP]) since January 2020. We will implement this program for our Medicaid plan, MeridianHealth, effective October 1, 2020. This program will 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.

See our Bulletins page for detailed notification and code list.