

# Meridian

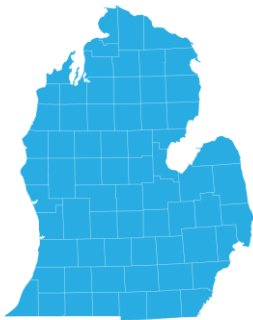
HCAM Biller's Forum  
April 12<sup>th</sup>, 2024



# WHO WE ARE

Meridian has been operating government-sponsored health plans throughout the United States as a licensed HMO since 2000 and has organically become the largest Medicaid HMO in the State of Michigan with the most comprehensive provider network.

Collectively, our affiliated organizations administer Medicaid, Medicare (WellCare), Health Insurance Marketplace health plans (Ambetter from Meridian), and Medicare-Medicaid Plans (MeridianComplete).







**Meridian  
Service Area**

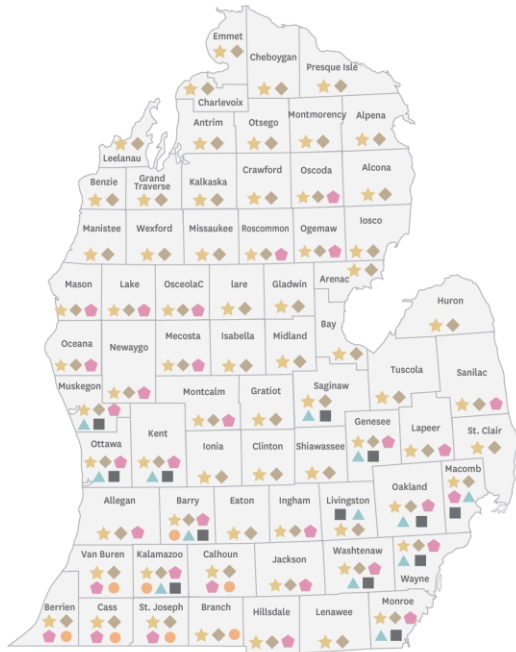
MEDICAID	
POPULATION	DESCRIPTION
Medicaid	Members that need temporary assistance
ABD/ICP	Aged, Blind and Disabled/Integrated Care Program
Aging	Aged Member in Medicaid
AIDS/HIV	AIDS/HIV Member
CCN	Children with Complex Needs
CD	Consent Decree
CSHCS	Children's Special Health Care Services
Dual	Medicare & Medicaid Covered Member
PD/DD	Physically Disabled/Developmentally Disabled
MH	Mental Health
SNF/LTC	Skilled Nursing Facility/Long Term Care
TBI	Traumatic Brain Injury

## Meridian MI – Service Area and Products

Meridian offers several products in the State of Michigan, including:

MEDICAID	MEDICARE	MEDICARE-MEDICAID	MARKETPLACE
			
Provides healthcare services to Medicaid and MICHild Program beneficiaries in all counties in Michigan's Lower Peninsula based on the State of Michigan Medicaid benefit guidelines.	Provides Members with Part C (A and B) and Part D prescription drug benefits and includes additional benefits not covered by Original Medicare.	Integrates managed care for individuals who are eligible for both Medicare and Medicaid under one plan under a demonstration program with CMS and the State of Michigan.	A federal Health Insurance Marketplace Qualified Health Plan (QHP) that offers individual and family Catastrophic (Health Essentials), Bronze, Silver, Gold, and Virtual Access plans. Ninety-one percent of members are between 100% and 400% of the federal poverty level and qualify for a government-sponsored premium subsidy.

# Service Area Map



Service Area	Plan Product
★	Meridian
◆	Healthy Michigan Plan
⬠	Ambetter from Meridian
●	MeridianComplete
▲	Wellcare (HMO SNP) Plans
■	Wellcare (HMO) Plans

⬠ **Partial Counties:** Ingham, Lake, Lapeer, Monroe, Muskegon, Oceana, Osceola, Oscoda, Roscommon and Sanilac

## KEY CONTACT INFORMATION

Meridian MI

PHONE  
**888-437-0606**

TTY/TDD  
**711 or 888-437-0606**

WEBSITE  
**[mimeridian.com](http://mimeridian.com)**

PORTAL  
**[provider.mimeridian.com](http://provider.mimeridian.com)**



# Provider Relations Team

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## PROVIDER RELATIONS

As a **Meridian MI** provider, you will have a dedicated Provider Network Specialist available to assist you.

Our Provider Network Specialists serve as the primary liaisons between our health plan and provider network.

An intake form should be submitted on our website under For Providers, Provider Resources, Provider Relations Intake Form.

Your Provider Network Specialist is here to help with things like:



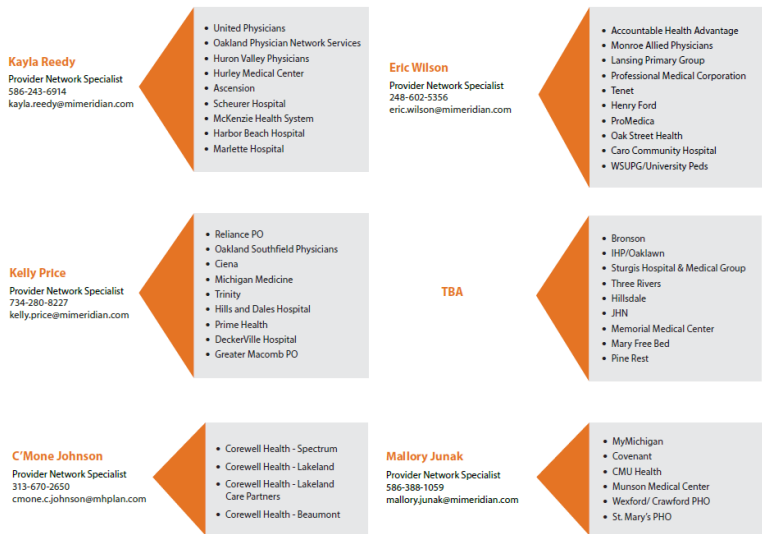
- ✓ Inquiries related to administrative policies, procedures, and operational issues
- ✓ Performance pattern monitoring
- ✓ Contract clarification
- ✓ Membership/provider roster questions
- ✓ Secure Portal registration and PaySpan
- ✓ Provider education
- ✓ HEDIS/Care gap reviews
- ✓ Financial analysis
- ✓ EHR Utilization
- ✓ Initiate credentialing of a new practitioner





# System Reps

1. System Reps are dedicated to the relationship management and partnership of their various groups and systems
2. Dedicated business analyst to support claims related issues

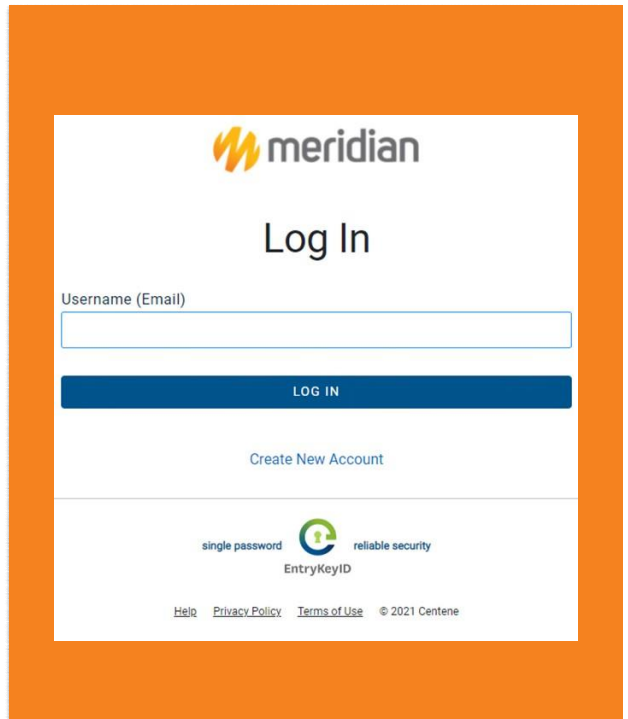


# Medicaid Provider Portal Redesign

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# SECURE PROVIDER PORTAL

Registration is free  
and easy!



# SECURE PROVIDER PORTAL

## WHAT'S ON THE SECURE PROVIDER PORTAL?

- Member eligibility & patient listings
- Health records & care gaps
- Authorizations
- Claims submissions & status
- Corrected claims & adjustments
- Payments history
- Monthly Primary Care Provider (PCP) cost reports
- Provider analytics reports

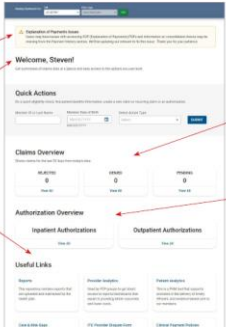
## NEW! Provider Portal Re-design

- Newly created Claims Dashboard enables quick access to most relevant claims information on one page.
- All-New Claims Status Tiles and Pages, with filter, row count, and pagination capabilities.
- Ability to search for claims by Claim Number, up to 10 claims at once, from Claims Dashboard and Advanced Search.

### Great News – We're meridian. Enhancing Your Provider Portal!

WE APPRECIATE ALL YOU DO FOR OUR MEMBERS. THAT'S WHY MERIDIAN WANTS TO PUT MORE TOOLS AT YOUR FINGERTIPS AND MAKE IT EVEN EASIER TO DO BUSINESS WITH US.

We've made several functionality updates to our secure provider portal that will be available soon. These enhancements include:

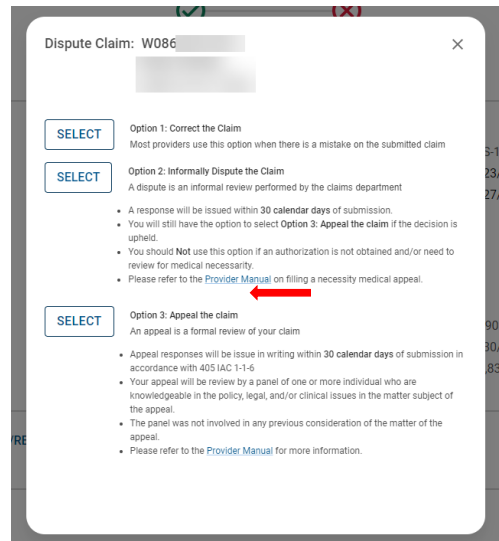


The screenshot shows a provider portal dashboard with the following sections and callouts:

- Updated Notifications:** Points to a notification banner at the top of the page.
- Personalized Welcome Message:** Points to the "Welcome, Steven!" message.
- Dynamic Useful Links with Descriptions:** Points to the "Useful Links" section at the bottom.
- Streamlined Authorizations:** Points to the "Authorization Overview" section, which includes "Inpatient Authorizations" and "Outpatient Authorizations".
- Updated Look and Feel of Claims:** Points to the "Claims Overview" section, which displays a table of claims with columns for "CLAIM ID", "STATUS", and "ACTION".
- Provider Landing Page Improvements:** Points to the overall layout and design of the dashboard.

# NEW! Medicaid Appeals

Providers can now submit appeals in our provider portal!



# MI CLAIM APPEALS

Health Plan & Correspondence Type	Mailing Address
<b>Meridian MI Medicaid Claim Appeals</b> (Medical) (Medical necessity, authorization denials, and benefits exhausted)	Meridian ATTN: Appeals Department PO Box 8080 Farmington, MO 63640-8080
<b>Meridian MI Medicaid Claim Appeals</b> (Post service)	Meridian ATTN: Claims Department PO Box 3060 Farmington, MO 63640

*Please note: Provider appeals (Medical Necessity Authorization Denials) will no longer be accepted via fax for dates of service 4/1/2022 and onward. Provider appeals must be submitted via mail or the provider portal.*

# Claims/Authorizations/Payment Policies

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## HOW TO SUBMIT A CLAIM

THE TIMELY FILING DEADLINE FOR INITIAL CLAIMS VARIES BY LINE OF BUSINESS. PLEASE REFER TO THE PROVIDER MANUAL FOR EACH LINE OF BUSINESS FOR ADDITIONAL INFORMATION.

### CLAIMS MAY BE SUBMITTED IN 3 WAYS:

1. **The Secure Provider Portal:** [provider.mimeridian.com](https://provider.mimeridian.com)
2. **Electronic Clearinghouse**
3. **Mail**

Date of Service	Health Plan Name	Transaction Type (CH/RP)	Clearing House Payer ID	Paper Claim Submissions
<b>On or after</b> April 1, 2022	Meridian MI Medicaid	Fee-for-Service BHT06 = CH	MHPMI	Meridian ATTN: Claims Department PO Box 8080 Farmington, MO 63640-8080
<b>On or after</b> April 1, 2022	MeridianComplete	Fee-for-Service BHT06 = RP	MHPMI	MeridianComplete ATTN: Claims Department PO Box 3060 Farmington, MO 63640-3822

*Please note: For fastest, most accurate processing, EDI is the preferred method.*

## HOW TO SECURE PRIOR AUTHORIZATION

NEED PRIOR AUTHORIZATION? IT can be requested in THE FOLLOWING ways:

- ✓ **Secure Web Portal**  
**Provider.mimeridian.com**  
 This is the preferred and fastest method.
- ✓ **Phone**  
**Medicaid: 888-437-0606**  
**MeridianComplete: 855-323-4578**
- ✓ **Fax (see table on the right)**

*After normal business hours and on holidays, calls are directed to the plan's 24-hour nurse advice line. Notification of authorization will be returned via phone, fax or web.*

Description	Fax number
Meridian Medicaid Assessments	833-341-2052
Meridian Medicaid Buy & Bill Jcode Requests	833-341-2049
Meridian Medicaid Concurrent Review	833-655-2188
Meridian Initial Admissions / Face Sheets	833-467-1212
Meridian Medicaid Medical Records	833-431-3313
Meridian Medicaid Prior Authorization – ip/op	833-467-1237
Meridian Medicaid Transplant	833-920-4419
Meridian Medicaid Behavioral Health – Outpatient	833-655-2191
MMP Medicare Inpatient Admissions	844-930-4390
MMP Medicare Post-Acute Admissions	844-930-4390
MMP Medicare Pre-Service Standard Requests	844-930-4389
MMP Medicare Pre-Service Expedited Requests	855-323-4578
MMP Medicare Part B Drug	844-930-4394
MMP Medicare Behavioral Health Inpatient Admissions	844-930-4395
MMP Medicare Behavioral Health Outpatient Services	833-728-0124

## OUR SPECIALTY COMPANIES AND VENDORS

Service(s)	Specialty Company/Vendor	Contact Information
Sleep Studies, Genetic Testing	<b>eviCore</b>	Phone: 888-333-8641 Fax: 866-203-7271 <a href="http://www.evicore.com">http://www.evicore.com</a>
Musculoskeletal surgical procedures, Orthopedic Surgery, Spinal Surger	<b>Turning Point</b>	Phone: 1-877-659-9496 Fax: 313-915-5036 <a href="http://www.myturningpoint-healthcare.com">www.myturningpoint-healthcare.com</a>
High Tech Imaging Services – Radiology/Cardiology, Pain Management, Physical/Occupational Therapy	<b>National Imaging Associates - NIA</b>	Phone: 866-842-1767 <a href="http://www.radmd.com">www.radmd.com</a>
Oncology Services/Radiation Therapy	<b>New Century Health</b>	Phone: 888-999-7713 Medical Oncology: Option 1 Radiation Oncology: Option 2 <a href="https://my.newcenturyhealth.com">https://my.newcenturyhealth.com</a>
Interpretation services	<b>PALS International</b>	Support: 248-362-2060 ext. 108 <a href="https://one.propio-ls.com/">https://one.propio-ls.com/</a>

## IS PRIOR AUTHORIZATION NEEDED?

Use the **Pre-Auth Needed Tool** to quickly determine if a service or procedure requires prior authorization.

Available on the provider section of the **Meridian MI** website at [mimeridian.com](https://mimeridian.com) or [mmp.mimeridian.com](https://mmp.mimeridian.com).

Are Services being performed in the Emergency Department?  
YES  NO

Types of Services	YES	NO
Is the member being admitted to an inpatient facility?	<input type="radio"/>	<input checked="" type="radio"/>
Is the member having observation services?	<input type="radio"/>	<input checked="" type="radio"/>
Are anesthesia services being rendered for pain management or dental surgeries?	<input type="radio"/>	<input checked="" type="radio"/>
Is the member receiving hospice services?	<input type="radio"/>	<input checked="" type="radio"/>
Are services, other than DME, orthotics, prosthetics, and supplies, being rendered in the home?	<input type="radio"/>	<input checked="" type="radio"/>

Enter the code of the service you would like to check:

69436

## UTILIZATION DETERMINATION TIMEFRAMES

### Meridian MI Medicaid:

Type	Timeframe
Prospective/Urgent	72 hours
Prospective/Non-Urgent	14 calendar days
Emergency services	60 minutes (1 hour)
Concurrent/Urgent	Twenty-four (24) hours (1 calendar day)

### MeridianComplete:

Type	Timeframe
Pre-Service Non-Urgent	14 calendar days
Pre-Service Urgent	72 hours
Urgent Concurrent	24 hours (72 hours if clinical is not included with initial request)

# CORRECT CODING FOR PRIOR AUTHORIZATION

## PRIOR AUTHORIZATION WILL BE GRANTED AT THE CPT CODE LEVEL

- If a claim is submitted that contains CPT codes that were not authorized, the services will be denied.
- If additional procedures are performed during the procedure, the provider **must** contact the health plan to update the authorization in order to avoid a claim denial.
- It is recommended that this be done within 72 hours of the procedure. However, it **must** be done prior to claim submission or the claim will deny.
- Meridian MI will update authorizations, but will **not** retro-authorize services.
  - The claim will deny for lack of authorization.
  - If there are extenuating circumstances that led to the lack of authorization, the claim may be appealed.

# Provider Manual

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# THE PROVIDER MANUAL

**The Provider Manual is your comprehensive guide to doing business with Meridian Michigan.**

The Manual includes a wide array of important information relevant to providers including, but not limited to:

- Network information
- Billing guidelines
- Claims information
- Regulatory information
- Key contact list
- Quality initiatives
- And much more!

The Provider Manual can be found on our website under For Providers, Provider Resources, and Manuals, Forms and Resources.



# Meridian Bulletins & Updates

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# Important Updates

Sign up to receive monthly bulletins e-mail directly to you!

[mimeridian.com/providers/bulletins.html](http://mimeridian.com/providers/bulletins.html)

Sign up to receive our monthly Provider Notification email!

*First Name*

*Last Name*

*Email \**

*Phone*

*Fax*

*NPI \**

# Monthly Webinars

1. New updated schedule for our 2024 Monthly Webinars found [here](#)



## Provider Network Monthly Webinar Series

Meridian is excited to announce a Provider Network Monthly Webinar Series! This series is designed for currently participating and non-participating providers in the Meridian network. The Meridian Provider Network team will present on the following topics:

- Meridian Medicaid, Ambetter, Wellcare and Meridian's Medicare-Medicaid (MMP)
- Updates and Overview of payment policies, claim submissions, reimbursements and claim resources
- Updates and Overview of Authorization requirements and processes
- Updates and Overview of Appeals and reconsiderations
- Redetermination Updates
- Overview of the Meridian website (portal, provider training materials, etc)

### Interested in Attending?

Please see the available dates and Zoom meeting info below.

Sincerely,

Meridian Provider Network

### 2024 Dates

January 3  
 February 7  
 March 6  
 April 3  
 May 1

All times are 9am to 10am EST

### Zoom Info:

[Join Meeting >](#)

Passcode: **660244**

Phone one-tap: US:  
**+16469313860,,91033247482#** or  
**+16694449171,,91033247482#**

Meeting ID: **910 3324 7482**

# Demographic Updates

1. Up to date demographic information is important!
2. Self service option online to submit any change at any time

Dear Providers,

As a reminder, please update Meridian when the following demographic changes occur:

- Provider name
- Provider specialty
- Accepting patient status
- Accepted lines of business
- Practice address
- Practice phone number
- Practice fax number
- Practice email address
- Hospital affiliations
- Office hours

The preferred method for submitting these updates is through our [Demographic Update Tool](#), which can be found on our Provider Network Participation and Enrollment page on [mimeridian.com](http://mimeridian.com).

## THE MERIDIAN MI PUBLIC WEBSITE

### WHAT'S ON THE PUBLIC WEBSITE?

- The Provider and Billing Manual
- Quick Reference Guides
- Important Forms (Notification of Pregnancy, Prior Authorization Fax forms, etc.)
- The Pre-Auth Needed Tool
- The Pharmacy Preferred Drug Listing
- And much more!

