

Monthly Provider Check-In

[Provider Portal](#) ↗ [Prior Authorization](#) ↗ [Provider Notices](#) ↗ [Provider Manual](#) ↗ [Practice Updates](#) ↗

In this issue

- [Our "Top 10" from 2024](#) >
- [January Quality webinars](#) >
- [CAHPS survey coming soon](#) >
- [Upcoming HEDIS deadlines](#) >
- [2025 HEDIS Guide released](#) >
- [Preferred Drug List updates](#) >
- [Empowering small businesses](#) >
- [Fee schedule updates, rate changes, & billing updates](#) >
- [Resolve to revalidate in 2025](#) >
- [In case you missed it](#) >

Meridian's Top 10 from 2024



Before we hit the ground running in 2025, let's reflect on the past year and Meridian's greatest points of pride.

1. **Redetermination:** Thanks to your partnership, *more Meridian members submitted their redetermination paperwork than any other Medicaid health plan in Illinois*—ensuring their continued access to quality healthcare.
2. **Investing in communities:** We celebrated 25 organizations in 2024 through our Health Happens Here Grants™, which have awarded 73 grants totaling more than \$2.7 million since 2022.
3. **Showing up for communities:** Our team hosted or participated in 342 events throughout Illinois—from youth sports programs and back-to-school events to community parades and wellness fairs.

4. **Advancing health equity:** Meridian became the nation's first Medicaid health plan to offer [financial reimbursement](#) for in-network hospitals pursuing Health Care Equity (HCE) Certification. And we [brought together community leaders](#) at an inaugural event to address health disparities in the Chicago area.
5. **Statewide Meet & Greets:** Hundreds of providers connected with us at 11 Meet & Greet events held throughout the state last summer. Thank you for sharing your feedback. We look forward to seeing you at future events.
6. **Let's get digital:** Through [YouthCare's partnership](#) with Blueberry Pediatrics, [recently featured](#) on *NBC 5 Chicago*, we're offering families another resource for fast, effective care. And Meridian's [partnership with Pyx Health](#) helps teens manage the stress of things like school, relationships, and social media.
7. **Supporting YouthCare stakeholders:** Our expert trainers reached more than 1,700 participants through their in-person and virtual [training events](#), covering 40 topics tailored to clinicians, field staff, and foster parents.
8. **Transitioning to Availity Essentials™:** In-network providers with our family of plans can now access several resources through our new secure provider portal, [Availity Essentials](#). The tool can be used for validating member eligibility and submitting claims. Look for more updates throughout 2025.
9. **Providers' Point of View:** Your feedback in provider surveys supported enhancements to our health plans' operations, and we spotlighted comments from providers about *what's going right*. Have a positive experience to share? [Tell us more](#).
10. **Sharing our members' experiences:** Through stories like [5-year-old Noah's](#), we're showcasing how care coordination changes lives.

Starting in February: The 2025 CAHPS® survey

The 2025 Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey will be sent between February and June to a random sample of members. The annual standardized survey asks patients to assess their experiences with their providers and health plan. Review our [CAHPS tips](#) to understand how care is evaluated.

[2024 CAHPS Survey Results](#) ↗

2025 HEDIS® Guide released

Our Quality Improvement team can help you improve your HEDIS performance. Use our updated 2025 HEDIS Quick Reference Guide as your one-stop shop for information on the most current HEDIS measures and how to document them for care gap closure.

[2025 HEDIS Quick Reference Guide](#) ↗

Empowering diverse small businesses



Access to capital is among the biggest barriers to starting or building a business—especially for entrepreneurs from diverse backgrounds. Meridian has stepped up to help, granting \$500,000 in seed funding to the Liberty Lighting Loan Program. Administered by Liberty Bank, the country’s largest Black-owned financial institution, the program supports \$2.5 million in lending power so that Illinois small businesses can access the funds they need to grow, create jobs, and strengthen communities.

[Meridian partners with Liberty Bank](#) ↗

Make revalidation preparation your New Year’s resolution



Providers who missed their revalidation deadlines at the end of 2024 received an unwanted gift: disenrollment from Medicaid, without the ability to get paid for services. **Don’t risk it.** [Complete revalidation](#) when you receive email notification from the Illinois Department of Healthcare and Family Services (HFS).

If your organization hasn’t yet received a revalidation notice, log into the [IMPACT](#) system, find your 90-day revalidation cycle, and ensure your email contact information is accurate.

Revalidation reminders

January Quality webinars

Make time for Quality education this year. Review our upcoming webinar topics below and register.

- HEDIS® MY 2025
- Annual Wellness Visit (AWV)
- Appointment Agenda Program

Register: [January 16 from 2-3 p.m.](#) or [January 22 from 8:30-9:30 a.m.](#)

Deadlines for HEDIS data

The last day for standard collection of MY 2024 supplemental data is March 14, and Supplemental Data Exchange (SuDS) sources must be finalized. Establishing a supplemental data feed supports accurate HEDIS reporting. Email Elizabeth.James@mhplan.com for details.

Bookmark it! Our Preferred Drug List pages



Any time there's a change to the formulary, we post documented updates. The [Meridian](#) and [YouthCare](#) Preferred Drug List (PDL) Updates web pages track changes and their effective dates.

PDL Updates

Fee schedule updates, rate changes, & billing updates

Claim alerts and known issues are posted on our [website](#), along with updates from Meridian about proactively reprocessing claims. Claims should not be resubmitted unless otherwise indicated. For billing questions, contact your assigned Provider Engagement Administrator or representative. If your practice doesn't have an assigned representative, please complete our [intake form](#).

- [Review Meridian's process to adjust claims](#) when we receive retro rates and patient liability information from HFS.
- **HFS issued the following notices:**
 - An [updated Community-based Behavioral Services fee schedule](#) was released, with guidance for differentiating customers enrolled in the Pathways to Success program and Family Support Program
 - [Billing requirements](#) to avoid rejections on claims for transgender, ambiguous gender, and hermaphrodite patients

- Updates to hospital reimbursement components, effective with discharges on or after **January 1, 2025**

In case you missed it

- HFS announced coverage for remote ultrasound and fetal nonstress tests (effective January 1, 2025) and continuous glucose monitors (effective July 1, 2024).
- **Provider manuals and member handbooks:**
 - We released the January 2025 edition of the Meridian Provider Manual, with a summary of changes on page 2.
 - The Medicare-Medicaid Plan (MMP) Provider Manual and member handbook have been refreshed for 2025.
 - Find the current YouthCare provider manual and a new member handbook on our website.

Meridian and our family of plans connect communities across the state to the whole-health care they need, right where they are.



Meridian complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

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