

Monthly Provider Check-In

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Promote breast cancer awareness with us this October



Together, we can further improve care and spread knowledge that helps detect breast cancer at its earliest, most treatable stages. Here are some ways you can make a difference in October, and year-round:

- **Remind your patients who are Meridian members to sign up for our enhanced [Healthy Rewards program](#).** They can earn \$100 for completing their breast cancer screening and additional rewards for completing other key health activities.
- **Share our member-friendly [Fast Facts for Better Health videos](#)** covering mammograms and the benefits of early breast cancer detection.

- **Direct patients to our robust [HealthSheets™ library](#)**, with resources in English and Spanish that can inform them of the [types of breast exams](#) and help them [understand mammogram results](#).

You've got this: The Breast Cancer Screening (BCS-E) HEDIS® measure

The BCS-E measure evaluates the percentage of patients 50 to 74 years of age who were recommended for routine breast screening and had at least one mammogram to screen for breast cancer in the past two years. The current look-back period is October 1, 2022 – December 31, 2024. (Remember, this measure switched to the electronic-only ECDS reporting method in 2023.) For additional guidance, consult our [HEDIS Quick Reference Guide](#).

Elevating the impact of behavioral health



World Mental Health Day was October 10, a day for raising awareness about how lives are changed and saved thanks to compassionate behavioral health (BH) and substance use providers. **Thank you.**

- Meridian and our family of plans continue to grow and fortify our BH provider network, which includes more than 5,700 BH and substance use specialists.
- Access our catalog of [live, instructor-led BH training](#) opportunities from our [Provider Education](#) page, with many eligible for continuing education credits. They can help as you develop your patient-focused treatment plans, with current course topics covering addictive disorders, substance use among teens (focusing on fentanyl and lesser-known drugs), and more.
- Find [new treatment planning and care coordination tools](#) in the Care Coordination accordion on the Manuals, Forms and Resources web page.
- And because getting the correct payments to you matters, Meridian consistently loads state fee schedule updates before their effective date or very shortly after—ensuring providers receive the correct payment when submitting claims without needing to rebill.

Meridian & Main Stay Therapeutic Farm pilot program

The horses, donkeys, sheep, goats, and rabbits at Main Stay Therapeutic Farm don't technically count as credentialed providers in our network. But these furry friends are critical to a new pilot program for Meridian's younger members—helping them learn coping mechanisms and self-regulation skills that come from being around animals and nature. Watch our 2-minute video to learn more about the high-touch program.

[Video: Meridian and Main Stay Farm](#) ↗

Recognition for our health plan's leadership



We're pleased to announce that Cristal Gary, Meridian Plan President and CEO, was named one of the area's foremost Black leaders by *Crain's Chicago Business*. Gary oversees over 1,500 Meridian employees and led the plan to be the first managed care organization in the U.S. to offer financial incentives to hospitals that obtain Health Equity Certification from The Joint Commission. She also serves on the board of CommunityHealth, the country's largest volunteer-based, free clinic, and is a fellow of the American College of Healthcare Executives.

Coming in November: Availity Essentials™ Provider Portal



As a commitment to make it easier to work with us, **Meridian and its family of plans will soon be transitioning to Availity Essentials as our new, secure provider portal.**

- **Starting November 18**, you can validate eligibility and benefits, submit claims, check claim status, submit authorizations, and access payer resources via [Availity Essentials](#).
- If you're already working in Availity Essentials, you will be able to log in using your existing Availity

credentials. If you're new to Availity Essentials, create an account to begin utilizing this time-saving platform.

[Read more about the transition](#)



"We are a DME supplier and have been working with Shannon, a social worker at Meridian, regarding a patient of ours who requires bilateral prostheses. Shannon has been a very kind and helpful person to work with, and she genuinely cares about our patient. She deserves a 5-star review. We need more people like Shannon in our field."

Jorene M.

Rockford Orthopedic Appliance Co.
Rockford, Ill.

Don't risk getting removed from Medicaid: Prepare for revalidation



The first revalidation notices to providers were sent via email by the Department of Healthcare and Family Services (HFS) in September. This process will continue into 2025, and providers will have 90 days to complete revalidation after the notice is received—**or risk being removed from the Medicaid program.**

- Refer to our [provider notice for more details about this critical process](#), including our recommendation to find your revalidation date and confirm your contact information in the [Illinois Medicaid Program Advanced Technology \(IMPACT\) system](#).
- Attend the next [virtual information session hosted by HFS](#) on October 24 from 3:00 – 4:00 p.m., where the process will be explained and questions answered.

Pharmacy spotlight: Managing colds, COVID, and the flu

An estimated one billion colds will affect people in the U.S. this season. Review our Pharmacy team's notice for current resources from the Centers for Disease Control and Prevention (CDC) and medication guidance—including treatment options on

[Drugs for colds, COVID, and influenza ↗](#)

QI Insights: Four shots to disrupt the status quo on Adult Immunization Status (AIS-E)

As many adults obtain their seasonal influenza vaccines, it's the ideal time to ensure they are up to date on the other vaccines reported in the AIS-E HEDIS® measure: zoster; pneumococcal; and tetanus and diphtheria or tetanus, diphtheria, and acellular pertussis (Td/Tdap).

Emphasize the importance of the shingles (zoster) vaccine with members ages 50 and older and those with weakened immune systems, as the risk of developing a painful, blistering shingles rash increases with age, and could lead to complications. Our plan tends to observe the lowest immunization rates for shingles.

Send us your survey for a chance to win!

We extend our gratitude to providers who have submitted their 2024 Provider Satisfaction Survey. The thoughtful input we receive helps us focus attention and resources to deliver better service to our members and communities.

We've also extended the deadline for our Apple iPad giveaway! **Return your survey by November 5** to be entered into our drawing for one of five new 11" iPad Air tablets.

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. If you have questions about billing, contact your assigned Provider Engagement Administrator or representative. If your practice doesn't have an assigned representative, please complete our intake form.

- Air ambulance rate increases took effect **January 1, 2024**.
 - Effective for dates of service on or after **October 1, 2024**, Peer Recovery Support (PRS) services will be covered when services are delivered by a licensed provider, according to this notice from HFS.
 - HFS issued a notice clarifying medical necessity requirements for COVID-19 testing and confirming ordering/referring/prescribing (ORP) billing requirements.
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In case you missed it

- Effective **October 1, 2024**, all services for out-of-network providers will be paid at the standard [Meridian or YouthCare in-network Medicaid rates](#) applicable for each provider type.
- Beginning **October 31, 2024**, HFS will start monitoring compliance with its new EVV requirements for home health care services providers. Read more in the [recent HFS notice](#) and [our September roundup for providers](#) with updates about the EVV transition.
- **Changes are coming for MY 2025 HEDIS** including key modifications to the blood pressure control measure, which will be transitioning to the electronic-only reporting method. You can also [learn more at an upcoming October Quality webinar](#).
- The deadline to submit all HEDIS medical records for MY 2024 data entry is **December 13** via secure email to ILHEDISOps@mhplan.com or by fax to 833-734-1938.

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.

Contact us

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Monday–Friday, 8:00 a.m. to 5:00 p.m.



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