

Monthly Provider Check-In

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The Centene Institute: Interprofessional continuing education at your fingertips



Unlimited access to dozens of accredited continuing education courses, available online 24/7, informed by the latest research, designed and delivered by experts—all at no cost. That's what every Meridian provider gets through our parent company and the Centene Institute for Advanced Health Education™. [Create an account](#) and sign up today. Course topics include:

- Evidence-based approaches for addressing vaccine hesitancy
- Strategies for advancing health equity in healthcare practice
- Unique clinical care needs of youth in foster care

- Best practices for postpartum care during the fourth trimester

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Meridian Meet & Greet events: This summer!

Join us for one of our many scheduled provider events to be held throughout the state between late June and early August. Connect in person with leaders from Provider Relations, Network, Claims, Utilization Management, Pharmacy, Quality, and Care Management. Come with questions and suggestions. Leave with answers and ideas as we partner to best serve your patients.

[**Register to attend a Meet & Greet**](#)

Team up with us to promote men's health

Studies find that men are less likely to seek preventive care than women. It's a trend you may see in your clinical practice. We see it in our member data too, with more than one-third of male Meridian members not receiving their annual wellness visit in 2023. **Here are some ways you can make a difference during National Men's Health Month this June and year-round:**

- **Remind your patients who are Meridian members to sign up for our enhanced Healthy Rewards program.** They can earn rewards for completing their annual physical exam and other key health activities.
- **Talk with your patients about prostate cancer screening.** It is covered for men ages 40 and up who have higher risk, which includes African American men, and all men over 50.
- **Share our member-friendly Fast Facts for Better Health videos,** covering topics such as colorectal cancer and prediabetes—two conditions disproportionately affecting men.
- **Direct patients to our robust HealthSheets™ library,** with useful resources about heart disease risk factors, hypertension control, weight management, and more.
- **Set up a supplemental data feed to identify and close care gaps at your practice,** including those affecting your male patients. Contact your assigned Quality Practice Advisor or [email Elizabeth.James@mhplan.com](mailto:Elizabeth.James@mhplan.com).

Help our members find your practice by accurately listing our family of plans

Many providers publish lists of their accepted insurance plans on websites and consumer-facing materials. Keeping these lists *current* and *accurate* assists healthcare consumers seeking care. To support our providers, we've developed a simple resource outlining Meridian's family of plans and the best way to showcase them.

[Listing our products: Guidance for providers \(PDF\)](#) ↗

Celebrating Pride Month and your impact on LGBTQ+ health



We join our LGBTQ+ members, providers, and employees in commemorating Pride Month. People who identify as LGBTQ+ are more likely to be Medicaid enrollees according to a [U.S. Department of Health and Human Services study](#), emphasizing the crucial role of Meridian's provider network in making high-quality, affirming care accessible in our communities. Thank you for fostering a culture where everyone feels safe, valued, and respected.

Fueling projects with promise: Health Happens Here Grants™

The best ideas to improve the health and well-being of our communities come from our dedicated providers. Meridian's Health Happens Here Grants put resources behind well-considered projects that will make a difference, like Dream Center Peoria's [recently completed](#) indoor playground that helps children feel a sense of normalcy during tough times. [Visit our program page](#) to apply and learn more.

Pharmacy spotlight: Chronic dry eye

Chronic dry eye affects roughly 16 million U.S. adults, with decreased tear production associated with aging as well as several medical conditions and medications. Dry eyes can lead to inflammation and damage to the eye surface, resulting in complications that may affect vision and quality of life. Our pharmacy team's notice to providers outlines the primary causes of dry eye, prevention methods, and treatment strategies, including medications on the [Meridian Preferred Drug List](#).

[Chronic dry eye treatment guidance](#) ↗

Notable notices from HFS

The Department of Healthcare and Family Services (HFS) has recently issued [several notices](#) with important information for the provider community:

- HFS has provided coverage guidance for [transcervical fibroid ablation](#) (CPT code 58580), which does not require prior authorization for contracted Meridian providers.
- Two new fields, hospice effective date and hospice end date, have been added to the [LTC Patient Credit File Layout](#).
- **Effective June 1**, HFS has ended its policy that allowed hospitals to bill on the [837 Professional claim format](#) for COVID-19 vaccine administration performed in hospital-based outpatient settings.
- Home health care service providers who have completed integration with HHAExchange [may be experiencing rejections for MCO visit data](#) but should continue to submit visits to the Electronic Visit Verification (EVV) Aggregator while HFS resolves the issue.

Fee schedule updates, rate changes, & billing updates

Claims payment updates and known issues are posted on our [website](#). Claims should not be resubmitted if the post indicates that Meridian will proactively reprocess the claim due to a known issue. If you have questions about billing, contact your assigned Provider Relations representative. If your practice doesn't have an assigned representative, please complete our [intake form](#).



"Valerie is our Provider Relations representative for IHCC Hospice. We began working with her when we had questions about claims denials related to room and board billing. Valerie was knowledgeable and efficient in guiding us through the process of submitting a dispute. She also walked us through Meridian's provider portal, and that has been a huge help for our small agency."

Shaunee K.

In-Home Care Connection Homecare & Hospice
Princeton, Ill.

In case you missed it

- Our [notice to YouthCare providers](#) shares key guidance on Initial Health Screenings, a required medical screening conducted within 24 hours of DCFS custody to identify health

conditions that require prompt medical attention before placement.

- Meridian's [2024 P4P incentives](#) were released, including new incentives for capturing pregnant and postpartum members' health-related social needs through Z Codes.

Follow [Meridian](#) and [YouthCare](#) on LinkedIn!

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



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