

# Payor Conference 2019



# Updates 2019

- HealthHelp
- Equian
- EviCore
- Cotiviti
- MeridianCare
- Monthly Provider Communication

# HealthHelp Implementation

- Implemented as of April 15, 2019
- Enhances our Utilization Management (UM) program by providing expert peer consultation and the latest evidence-based medical criteria
- Prior authorizations (PAs) for Radiation Oncology Therapy 2D and 3D
- Website: **[www.healthhelp.com](http://www.healthhelp.com)**

# Equian

- Reviewing claims that exceed outlier thresholds
- Facility claims anticipating a \$50,000 inlier reimbursement and at least a \$2,500 outlier reimbursement will require an itemized bill

# Equian

- Itemized bill submission:
- Secure SSH File Transfer Protocol (SFTP)
- Email: **claimsadmin@equian.com**
- Mail:
  - Medical Claims Coordinator Admin
  - 600 12th St., Suite 300
  - Colden, CO 80401
- Fax: **800-435-2049**

# EviCore

- Effective May 1, 2019
- PAs for radiology and cardiology services
- Authorizations required for outpatient, elective/non-emergent, and diagnostic
- Authorizations required for all LOBs (MeridianHealth, MeridianChoice, MeridianCare, and MeridianComplete)

# EviCore

- Authorization not required for inpatient radiology, procedures performed in the emergency room (ER), 23-hour observation, X-rays and obstetrical ultrasounds
- For submissions, visit **[www.evicore.com](http://www.evicore.com)**
- Phone: **888-333-8641**
- Fax: **888-693-3210**
- Preferred method of submission is request via the web at **[www.evicore.com](http://www.evicore.com)**

# Cotiviti

- Effective August 21, 2019
- Enhanced retrospective claim review process
- Improve accuracy of pre-post payment systems
- Data mining and clinical chart/DRG reviews
- Meridian will uphold Cotiviti's findings
- Findings could result in denial or takeback of claims
- Notifications will be sent directly from Cotiviti to providers with detailed findings



# MeridianCare

- As of January 1, 2020, MeridianCare will be transitioning to WellCare
- The member ID cards will show display WellCare
- More communication to come throughout the remainder of 2019

# Provider Communication

- New process to improve provider communication
- Monthly communication bulletin of high-level detail
- Providers can access Meridian website for more in-depth detail
- Ability to get monthly communications electronically

# Member Eligibility

The best way to verify member eligibility is to call Meridian toll-free at:

**888-437-0606**

*OR*

Use the Provider Portal login at:  
**[www.mhplan.com](http://www.mhplan.com)**



# Contact Information

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# Questions?

