

MeridianComplete (Medicare-Medicaid Plan) | 2022 *Provider and Pharmacy Directory*

Introduction

This *Provider and Pharmacy Directory* includes information about the provider and pharmacy types in MeridianComplete and listings of all the plan's providers and pharmacies as of the date of this Directory. The listings contain provider and pharmacy address and contact information as well as other details such as days and hours of operations, specialties, and skills. Key terms and their definitions appear in alphabetical order in the last chapter of the *Member Handbook*.

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If you have questions, please call MeridianComplete at **1-855-323-4578** (TTY users should call **711**), **8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. **For more information**, visit **mmp.mimeridian.com**.


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A. Disclaimers

- ❖ MeridianComplete is a health plan that contracts with both Medicare and Michigan Medicaid to provide benefits of both programs to enrollees.
- ❖ The List of Covered Drugs and/or pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you.
- ❖ Benefits may change on January 1 of each year.
- ❖ This Directory lists health care professionals (such as doctors, nurse practitioners, psychologists, and hearing, dental, or vision specialists, nurses, pharmacists, and therapists), facilities (such as hospitals or clinics), and support providers (such as Adult Day Health and Home Health providers) that you may use as a MeridianComplete member. We also list the pharmacies that you may use to get your prescription drugs.
- ❖ Out-of-network/non-contracted providers are under no obligation to treat MeridianComplete members, except in emergency situations. Please call our customer service number or see your *Member Handbook* for more information, including the cost-sharing that applies to out-of-network services.
- ❖ We will refer to these groups as “network providers” in this Directory. These providers signed a contract with us to provide you services. This is a list of MeridianComplete’s network providers for Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, Macomb, St. Joseph, Van Buren and Wayne counties. MeridianComplete services all cities, townships and villages within Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, Macomb, St. Joseph, Van Buren and Wayne counties.
- ❖ ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call **1-855-323-4578 (TTY: 711), 8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free.
- ❖ You can get this document for free in other formats, such as large print, braille, or audio. Call MeridianComplete. at **1-855-323-4578. (TTY: 711.), 8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free.
- ❖ To make a standing request, change a standing request or make a one time request for materials in a language other than English or in an alternate format, please call MeridianComplete at **1-855-323-4578. (TTY: 711.), 8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free.
- ❖ The list is up-to-date as of the day you do your search, but you need to know that:
 - Some MeridianComplete network providers may have been added or removed from our network after this Directory was published.
 - Some MeridianComplete providers in our network may no longer be accepting new members. If you are having trouble finding a provider who will accept new members, call Member Services at **1-855-323-4578 (TTY users should call 711), Seven days a week, 8 a.m. to 8 p.m.**, and we will help you. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free.

 **If you have questions**, please call MeridianComplete at **1-855-323-4578 (TTY users should call 711), 8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. **For more information**, visit **mmp.mimeridian.com**.

- To get the most up-to-date information about MeridianComplete’s network providers in your area, visit **mmp.mimeridian.com** or call Member Services at **1-855-323-4578** (TTY users should call **711**), **Seven days a week, 8 a.m. to 8 p.m.** On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free.


Doctors and other health care professionals in MeridianComplete's network are listed in the Primary Care Provider and Specialty sections. Pharmacies in our network are listed in the Pharmacy section.

B. Providers


B1. Key terms

This section explains key terms in our *Provider and Pharmacy Directory*.

- **Providers** are health care professionals and support providers such as doctors, nurse practitioners, psychologists, hearing, dental, or vision specialists, nurses, pharmacists, therapists, and other people who provide care and services.
- **Services** include medical care, long-term supports and services (LTSS), supplies, prescription drugs, equipment and other services.
 - o The term “providers” also includes facilities such as hospitals, clinics, and other places that provide medical services, medical equipment, and long-term supports and services.
 - o Providers that are a part of our plan’s network are called **network providers**.
- **Network providers** are the providers that have contracted with us to provide services to members in our plan. The providers in our network generally bill us directly for care they give you. When you use a network provider, you usually pay nothing for covered services.
- A **Primary Care Provider** (PCP) is a physician, nurse practitioner, or a specialist who gives you routine health care. Your PCP will keep your medical records and get to know your health needs over time. Your PCP will also give you a **referral** if you need a specialist or other provider.
- **Specialists** are doctors who provide health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:
 - o Oncologists care for patients with cancer.
 - o Cardiologists care for patients with heart conditions.
 - o Orthopedists care for patients with certain bone, joint, or muscle conditions.
- You may need a **referral** for a specialist or someone that is not your PCP. A **referral** means that your primary care provider (PCP) must give you approval before you can go to someone that is not your PCP. If you don’t get a referral, MeridianComplete may not cover the service.
 - o Referrals from your network PCP are not needed for:
 - Emergency care;

 **If you have questions**, please call MeridianComplete at **1-855-323-4578** (TTY users should call **711**), **8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. **For more information**, visit **mmp.mimeridian.com**.

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- Urgently needed care;
 - Kidney dialysis services that you get at a Medicare-certified dialysis facility when you are outside the plan’s service area;
 - Services from a women’s health specialist;
 - Flu shots, hepatitis B vaccinations, and pneumonia vaccinations as long as you get them from a network provider;
 - Visits to the podiatrist, chiropractor and dermatologist;
 - Optometrist (for routine vision exams); **or**
 - Dental (for routine preventive exams)
- o Additionally, if you are eligible to get services from Indian health providers, you may use these providers without a referral. We must pay the Indian health provider for those services even if they are out of our plan’s network.
 - o More information on referrals is available in Chapter 3 of the *Member Handbook*.
- Your provider may need **prior authorization** or an approval from MeridianComplete before you get certain services. Covered services that need prior authorization are marked in the Benefits Chart in Chapter 4. Some drugs are covered only if you get prior authorization from us. Covered drugs that need prior authorization are marked in the *List of Covered Drugs*.
 - You also have access to a **Care Coordinator** and a **Care Team** that you choose.
 - o A **Care Coordinator** helps you manage your medical providers and services. For example, your Care Coordinator will help you make a plan of care to meet your healthcare goals, connect with aid and support in your community, take control of your health issues, know your health plan benefits with MeridianComplete, and talk about any questions or concerns you have.
 - o Your **Care Team** may include yourself, your family members, your legal representative (if you have one), family caregivers, natural supports, primary care providers, specialty providers, personal care providers, nursing facility representatives, hospital discharge planners, your MeridianComplete care coordinator, your Long Term Services and Supports (LTSS) Coordinator, Southwest Michigan Behavioral Health (SWMBH) coordinators and other health professionals who are there to help you get the care you need. Everyone on the Care Team works together to make sure your care is coordinated. This means that they make sure tests and labs are done once and the results are shared with the appropriate providers. It also means that your PCP should know all medicines you take so that they can reduce any negative effects. Your PCP will always get your permission before sharing your medical information with other providers.

 **If you have questions**, please call MeridianComplete at **1-855-323-4578** (TTY users should call **711**), **8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. **For more information**, visit **mmp.mimeridian.com**.

B2. Primary Care Provider (PCP)

You can get services from any provider who is in our network and accepting new members.

First, you will need to choose a Primary Care Provider. You may be able to have a specialist act as your PCP. Specialists who perform primary care functions, including specialists who provide primary care in Federally Qualified Health Centers (FQHCs), rural health clinics, health departments and other similar community clinics can serve as your PCP. To ask if a specialist can serve as your PCP, contact Member Services at **1-855-323-4578** (TTY users should call **711**), **Seven days a week, 8 a.m. to 8 p.m.** On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free.

To choose a PCP, refer to the list of providers and choose a provider:

- that you use now, **or**
- who has been recommended by someone you trust, **or**
- whose offices are easy for you to get to.
- If you want help in choosing a PCP, please call Member Services at **1-855-323-4578** (TTY users should call **711**), **Seven days a week, 8 a.m. to 8 p.m.** On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. Or, visit **mmp.mimeridian.com**.
- If you have questions about whether we will pay for any medical service or care that you want or need, call Member Services and ask **before** you get the service or care.

B3. Long-term supports and services (LTSS)

As a MeridianComplete member, you may be able to get long-term supports and services (LTSS), such as those listed below. LTSS help for people who need assistance to do everyday tasks like taking a bath, getting dressed, making food, and taking medicine. Most of these services are provided at your home or in your community but could be provided in a nursing home or hospital.


To access long-term services and supports (LTSS) or to discuss these services with your Care Coordinator, you should call us at **1-855-323-4578** (TTY users should call **711**) and ask to speak with your Care Coordinator about LTSS services.

Adult Day Program

The plan covers structured day activities at a program of direct care and supervision if you qualify. This service provides personal attention, and promotes social, physical and emotional well-being.

Assistive Technology

The plan covers technology items used to increase, maintain, or improve functioning and promote independence if you qualify. Some examples of services include: van lifts, hand controls, computerized voice system, communication boards, voice activated door locks, power door mechanisms, specialized alarm or intercom, and assistive dialing device.

 **If you have questions**, please call MeridianComplete at **1-855-323-4578** (TTY users should call **711**), **8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. **For more information**, visit **mmp.mimeridian.com**.

Chore Services

The plan covers services needed to maintain your home in a clean, sanitary, and safe environment if you qualify. Examples of services include: heavy household chores (washing floors, windows, and walls), tacking loose rugs and tiles, moving heavy items of furniture, mowing, raking, and cleaning hazardous debris such as fallen branches and trees. The plan may cover materials and disposable supplies used to complete chore tasks.

Environmental Modifications

The plan covers modifications to your home if you qualify. The modifications must be designed to ensure your health, safety and welfare or make you more independent in your home. Modifications may include: installing ramps and grab bars, widening of doorways, modifying bathroom facilities, installing special-ized electric systems that are necessary to accommodate medical equipment and supplies.

Expanded Community Living Supports

To get this service, you must have a need for prompting, cueing, observing, guiding, teaching, and/or reminding to help you complete activities of daily living (ADLs) like eating, bathing, dressing, toileting, other personal hygiene, etc. If you have a need for this service, you can also get assistance with instrumental activities of daily living (IADLs) like laundry, meal preparation, transportation, help with finances, help with medication, shopping, go with you to medical appointments, other household tasks. This may also include prompting, cueing, guiding, teaching, observing, reminding, and/or other support to complete IADLs yourself.

Fiscal Intermediary Services

The plan will pay for a fiscal intermediary (FI) to assist you to live independently in the community while you control your individual budget and choose the staff to work with you. The FI helps you to manage and distribute funds contained in the individual budget. You use these funds to purchase home and community based services authorized in your plan of care. You have the authority to hire the caregiver of your choice.

Home Delivered Meals

The plan covers up to two prepared meals per day brought to your home if you qualify.

Non-medical Transportation

The plan covers transportation services to enable you to access waiver and other community services, activities, and resources, if you qualify.

Preventive Nursing Services

The plan covers nursing services provided by a registered nurse (RN) or licensed practical nurse (LPN). You must require observation and evaluation of skin integrity, blood sugar levels, prescribed range of motion exercises, or physical status to qualify. You may get other nursing services during the nurse visit to your home. These services are not provided on a continuous basis.

Private Duty Nursing (PDN)

The plan covers skilled nursing services on an individual and continuous basis, up to a maximum of 16 hours per day, to meet your health needs directly related to a physical disability. PDN includes the provision of nursing assessment, treatment and observation provided by licensed nurse, consistent with physician's orders and in accordance with your plan of care. You must meet certain medical criteria to qualify for this service.



If you have questions, please call MeridianComplete at **1-855-323-4578** (TTY users should call **711**), **8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. **For more information**, visit **mmp.mimeridian.com**.

Respite Care Services

You may get respite care services on a short-term, intermittent basis to relieve your family or other primary caregiver(s) from daily stress and care demands during times when they are providing unpaid care. Relief needs of hourly or shift staff workers should be accommodated by staffing substitutions, plan adjustments, or location changes and not by respite care. Respite is not intended to be provided on a continuous, long-term basis where it is a part of daily services that would enable an unpaid caregiver to work elsewhere full time.

B4. How to identify providers in MeridianComplete's network

You may need a referral for someone who is not a Primary Care Provider (PCP). There is more information about referrals in Section B1 of this Directory on page 4.

You must get all of your covered services from providers within our network. If you use providers who are not in MeridianComplete's network (without prior authorization or approval from us), you will have to pay the bill.


A **prior authorization** is an approval from MeridianComplete before you can get a specific service, drug, or use an out-of-network provider. MeridianComplete may not cover the service or drug if you don't get approval.

The exceptions to this rule are when you need urgent or emergency care or dialysis and cannot get to a provider in the plan, such as when you are away from home. Please call Member Services before you leave the service area. We can help you get dialysis while you are away. You can also go outside the plan for other non-emergency services if MeridianComplete gives you permission first.

- You may change providers within the network at any time during the year. If you have been using one network provider, you do not have to keep using that same provider. If you change your PCP on or before the 10th of the month, you will be able to start seeing your new PCP immediately. If you change your PCP after the 10th of the month, you can begin seeing your new PCP on the 1st of the following month. For some providers, you may need a referral from your PCP.
- MeridianComplete works with all the providers in our network to accommodate the needs of people with disabilities. As applicable, the list of network providers in this Directory includes information about the accommodations they provide.
- If you need a provider and are not sure if they offer the accommodations you need, MeridianComplete can help you. Talk to your Care Coordinator or a Member Benefit Coordinator for assistance.

B5. How to find MeridianComplete providers in your area

To choose a PCP from the *Provider and Pharmacy Directory*, turn to the Primary Care Providers section for a listing of PCPs in your area. If you choose a PCP after you complete your enrollment with Michigan Enrolls, call Member Services and let them know the name of your PCP. Remember, you may change PCPs at any time by calling Member Services.

 **If you have questions**, please call MeridianComplete at **1-855-323-4578** (TTY users should call **711**), **8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. **For more information**, visit **mmp.mimeridian.com**.

To choose a **Specialist, Hospital, Pharmacy** or **Other Provider**, turn to the appropriate section in your *Provider and Pharmacy Directory* for a listing of providers in your area. For example, to find Hospitals in your area, turn to the Hospital's section of the *Provider and Pharmacy Directory*.

You can also search for a Provider using our online Provider Directory search tool. To search for a Provider online, visit our website at **mmp.mimeridian.com**.

You may also call MeridianComplete Member Services at **1-855-323-4578** (TTY users should call **711**), **Seven days a week, 8 a.m. to 8 p.m.** if you need assistance locating a network provider. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free.


B6. List of network providers

This Directory of MeridianComplete's network providers contains:

- **Health care professionals** including primary care providers, who may be physicians, physician assistants, or nurse practitioners; hearing, dental, or vision specialists;
- **Facilities** including hospitals; urgent care centers; skilled nursing facilities/nursing facilities; Prepaid Inpatient Health Plan (PIHP) facilities for needs related to behavioral health, intellectual/developmental disability, and/or substance use; **and**
- **Support providers** including adult day programs; assistive technology; chore services; community transitions; environmental modifications; home-delivered meals; LTSS and non-LTSS home health agencies; medical supplies; non-medical transportation; personal care; preventive nursing; private duty nursing; and respite care.

Providers are listed in alphabetical order by last name. In addition to contact information, provider listings also include specialties and skills, for example, such as languages spoken or completion of cultural competence training.

Cultural competence training is additional instruction for our health care providers that helps them better understand your background, values, and beliefs to adapt services to meet your social, cultural, and language needs.

 **If you have questions**, please call MeridianComplete at **1-855-323-4578** (TTY users should call **711**), **8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. **For more information**, visit **mmp.mimeridian.com**.

Accessibility Information

Below is information used in the provider directory to indicate accessibility at a provider office or building site. This information is not a promise that every doctor will always have the access that you may need. If you have a disability, you should call the doctor’s office to talk about your access needs.



Accessibility Requirements:



All Criteria Met: if the provider meets all (49) Critical Elements (CE) for disability access in four (4) main areas: Parking, Exterior Building, Interior Building, and Programmatic Access.



Some Criteria Met: if the provider does not meet 1 or more of the CEs.



No Criteria Met: if provider reports having no disability access for all of the CEs.




Details Pending: if there is no data to support any of the 4 main areas.

| Indicator | Definition | Criteria |
|-----------|---------------------|--|
| P | Parking | Parking spaces and van-accessible space(s), are accessible. Curbs to on-site parking, public transportation, and the side walk at the site entrance have curb ramps. |
| EB | Exterior Building | There is an accessible ramp to the building. Curb ramps and other ramps to the building are wide enough for a wheelchair/scooter. There are handrails on both sides of the ramp. Doors are wide enough for wheelchair/scooter to enter and the doors have handles that are easily opened. |
| IB | Interior Building | Doors are wide enough for a wheelchair/scooter and have handles that are easily opened. There are interior ramps that have handrails. If an elevator is present, it must be free for public use. The elevator has easy-to-hear sounds and Braille buttons within reach. The elevator is large enough for a wheelchair/scooter to turn around. The restroom is accessible, has doors wide enough for wheelchair/scooter and are easy to open. Offices have accessible equipment and clear for space where the equipment is for side transfers by wheelchair or scooter users. Lift equipment exists when needed. If office has a chair lift, it can be used without help. |
| PA | Programmatic Access | Programmatic access includes, but is not limited to: accessible communication and materials in other formats given in a timely manner, staff help with follow-up visit planning, and other disability-related support (people with disabilities who cannot wait in waiting room are seen right away). |
| ~ | Rx | This pharmacy can provide an extended day supply. |
| + | New patients | Provider is currently accepting new patients. |
| # | Existing only | Provider is currently accepting existing patients only. |
| * | No patients | Provider is not currently accepting patients at this time. |
| | Bus route | Provider indicated this location is on bus route. |


MeridianComplete cannot guarantee the accuracy of provider self-reported disability access information as it has not been verified by the health plan through an in-person Accessibility Site Review (ASR). Members are encouraged to contact the provider in advance to ask about disability access, and to contact the health plan immediately if the self-reported information is not accurate.

? If you have questions, please call MeridianComplete at **1-855-323-4578** (TTY users should call **711**), **8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. **For more information**, visit **mmp.mimeridian.com**.


C. MeridianComplete's Network Providers

 **If you have questions**, please call MeridianComplete at **1-855-323-4578** (TTY users should call **711**), **8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. **For more information**, visit **mmp.mimeridian.com**.


C2. Specialists

 **If you have questions**, please call MeridianComplete at **1-855-323-4578** (TTY users should call **711**), **8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. **For more information**, visit **mmp.mimeridian.com**.


C3. Mental Health Providers

 **If you have questions**, please call MeridianComplete at **1-855-323-4578** (TTY users should call **711**), **8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. **For more information**, visit **mmp.mimeridian.com**.


C4. Long Term Supports and Services

 **If you have questions**, please call MeridianComplete at **1-855-323-4578** (TTY users should call **711**), **8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. **For more information**, visit **mmp.mimeridian.com**.

C5. Hospitals

 **If you have questions**, please call MeridianComplete at **1-855-323-4578** (TTY users should call **711**), **8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. **For more information**, visit **mmp.mimeridian.com**.

C6. Skilled Nursing Facilities (SNF)

 **If you have questions**, please call MeridianComplete at **1-855-323-4578** (TTY users should call **711**), **8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. **For more information**, visit **mmp.mimeridian.com**.

D. List of network pharmacies

This part of the Directory provides a list of pharmacies in MeridianComplete's network. These network pharmacies are pharmacies that have agreed to provide prescription drugs to you as a member of the plan.

MeridianComplete members must use network pharmacies to get prescription drugs except in emergency or urgent care situations.

- If you use an out-of-network pharmacy for prescriptions when it is not an emergency, you will have to pay out of pocket for the service.
- Read the MeridianComplete *Member Handbook* for more information.

This Directory may not list all network pharmacies. We may have added or removed some network pharmacies from our plan after we published this Directory.

For up-to-date information about MeridianComplete network pharmacies in your area, please visit our website at mmp.mimeridian.com or call Member Services at **1-855-323-4578** (TTY users should call **711**), **Seven days a week, 8 a.m. to 8 p.m.** On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free.


To get a complete description of your prescription coverage, including how to fill your prescriptions, please read the *Member Handbook* and MeridianComplete's *List of Covered Drugs*. To access our online *List of Covered Drugs* visit mmp.mimeridian.com. If you would like a *List of Covered Drugs* mailed to you, you may call **1-855-323-4578** (TTY users should call **711**) and request one. You can also request one at the website link provided above, or email MeridianMedicare@mhplan.com. If you have any questions about covered drugs please call Member Services.

D1. How to identify pharmacies in MeridianComplete's network

Along with retail and chain pharmacies, your plan's network of pharmacies includes:


- Mail-order pharmacies send covered prescription drugs to members through the mail or shipping companies.
- Home infusion pharmacies prepare prescription drugs that are given through a vein, within a muscle, or in another non-oral way by a trained provider in your home.
- Long-term care (LTC) pharmacies serve residents of long-term care facilities, such as nursing homes.
- Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) Pharmacies
- Specialty pharmacies provide members with drugs used to treat complex or rare chronic conditions such as cancer, rheumatoid arthritis, hemophilia, and H.I.V.
- Network pharmacies outside of Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, Macomb, St. Joseph, Van Buren and Wayne counties

You are not required to continue using the same pharmacy to fill your prescriptions.

 **If you have questions**, please call MeridianComplete at **1-855-323-4578** (TTY users should call **711**), **8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. **For more information**, visit mmp.mimeridian.com.


D2. Long-term supplies of prescriptions

- **Mail Order Programs.** We offer a mail-order program that allows you to get up to a 90-day supply of your prescription drugs sent directly to your home. A 90-day supply has the same copay as a one-month supply.
- **90-Day Retail Pharmacy Programs.** Some retail pharmacies may also offer up to a 90-day supply of covered prescription drugs. **A 90-day supply has the same copay as a one-month supply.**

 **If you have questions**, please call MeridianComplete at **1-855-323-4578** (TTY users should call **711**), **8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. **For more information**, visit **mmp.mimeridian.com**.

E. MeridianComplete's Network Pharmacies

This pharmacy directory is organized by pharmacy type, county, and city. Look for the type of pharmacy first (for example, retail, mail order, home infusion, etc.), then look for your county and city to find a pharmacy close to your home. You can also visit the website at mmp.mimeridian.com for the most current pharmacy listing. You can go to any of the pharmacies in our network unless otherwise noted in each section.

 **If you have questions**, please call MeridianComplete at **1-855-323-4578** (TTY users should call **711**), **8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. **For more information**, visit mmp.mimeridian.com.

E1. Retail and chain pharmacies




If you have questions, please call MeridianComplete at **1-855-323-4578** (TTY users should call **711**), **8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. **For more information**, visit **mmp.mimeridian.com**.

E2. Mail order pharmacies


You can get prescription drugs shipped to your home through our network mail order delivery program. The in-network mail order pharmacy you choose should obtain consent before shipping or delivering any prescription that you do not personally initiate. Please contact member services if you have any questions.

Typically, you should expect to get your prescription drugs within 10 days from the time that the mail order pharmacy gets the order. If you do not get your prescription drug(s) within this time, please contact us at **1-855-323-4578** (TTY users should call: **711**). To learn more about mail order pharmacies, refer to Chapter 5 of the *Member Handbook*.

 **If you have questions**, please call MeridianComplete at **1-855-323-4578** (TTY users should call **711**), **8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. **For more information**, visit **mmp.mimeridian.com**.

E3. Home Infusion Pharmacies


MeridianComplete offers several in-network Home Infusion pharmacies for you to choose from. For help locating a Home Infusion Pharmacy near you or would like more information, please contact Member Services at the phone number listed in the footer.

 **If you have questions**, please call MeridianComplete at **1-855-323-4578** (TTY users should call **711**), **8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. **For more information**, visit **mmp.mimeridian.com**.

E4. Long-Term Care Pharmacies

Residents of a long-term care facility, such as a nursing home, may access their prescription drugs covered under MeridianComplete through the facility's pharmacy or another network pharmacy. To learn more about drug coverage in special cases, refer to Chapter 5 of the *Member Handbook*.

Usually, long-term care facilities have their own pharmacies. If you are a resident of a long-term care facility, we must make sure you can get the drugs you need at the facility's pharmacy. If your long-term care facility's pharmacy is not in our network or you have any difficulty accessing your drug benefits in a long-term care facility, please contact Member Services at the phone number listed in the footer.

 **If you have questions**, please call MeridianComplete at **1-855-323-4578** (TTY users should call **711**), **8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. **For more information**, visit **mmp.mimeridian.com**.

E5. Indian Health Service/Tribal/Urban Indian Health Program (I/T/U) pharmacies

Only Native Americans and Alaska Natives have access to Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) Pharmacies through MeridianComplete's pharmacy network. Those other than Native Americans and Alaskan Natives may be able to use these pharmacies under limited circumstances (e.g., emergencies).


For more information about I/T/U pharmacy services, contact Member Services at the phone number listed in the footer.



If you have questions, please call MeridianComplete at **1-855-323-4578** (TTY users should call **711**), **8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. **For more information**, visit **mmp.mimeridian.com**.

E6. Specialty Pharmacies

Specialty pharmacies provide members with drugs used to treat complex or rare chronic conditions such as cancer, rheumatoid arthritis, hemophilia, or HIV. For more information, please call **1-855-323-4578** (TTY users should call **711**), from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free.

 **If you have questions**, please call MeridianComplete at **1-855-323-4578** (TTY users should call: **711**), **8 a.m. to 8 p.m., seven days a week**. On weekends and on state or federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free. **For more information**, visit **mmp.mimeridian.com**.