



999 Oakmont Plaza Drive
Suite 400
Westmont, IL 60559

October 19, 2015

Dear Provider,

Thank you for your continued partnership with IlliniCare Health. Thank you also for your hard work and preparation to make the ICD-10 transition process a smooth one. We appreciate your effort and value your partnership.

With any industry-wide transition as large as ICD-10 there are often unforeseen issues which require correction and remediation. We experienced one such issue related to durable medical equipment (DME) claims. Between approximately 5:00pm, Thursday, October 15th and 9:00am, Friday, October 16th (Central time) our claims adjudication system incorrectly rejected professional claims with dates of service after the ICD-10 transition date. If you submitted a claim during that time, you likely received a notification in real time that your claim was rejected. The reject reason reflected in the notification was, "ICD-10 usage is not yet available". Please note that we are reprocessing all ICD-10-coded claims received during that time, and provided that your claim was correct, it will be adjudicated without any further action from you. **You do not need to resubmit claims that rejected during overnight on October 15th.**

We have since corrected this issue and moving forward all ICD-10 professional claims with dates of service after October 1, 2015 will adjudicate normally. We apologize for the inconvenience and we thank you for your patience as we work to keep normal business operations running smoothly during this time of significant change.

Please don't hesitate to contact provider services at 866-329-4701 with any questions or concerns you may have.

Sincerely,

IlliniCare Health

866-329-4701
TDD/TTY 866-811-2452

IlliniCare.com