

Provider Quick Reference Guide

Provider Services

Contact the Health Plan Provider Services Department at 1-866-329-4701 for assistance with the following services:

- Answer questions regarding claim status
- Provider education/orientation
- Network participation
- Member eligibility/verification
- Change, update or correct demographic info.

Providers can visit IlliniCare Health Provider Portal at www.illinicare.com to access the following:

- Provider Manual
- Provider Forms
- Billing Manual
- Companion Guide for
- Electronic Transactions
- Wellness Information
- IlliniCare Health News
- Clinical Guidelines
- Provider Newsletter
(If you are not able to access the newsletter via web, please contact Provider Service)

The following information is available via the secure portal at www.illinicare.com:

- Member Eligibility
- PCP Verification
- Submit Claims
- Claims Inquiry
- Request Prior Authorization for Services
- View PCP Panel (patient list)

Claims Services

Electronic Claim Submission:

For claim processing efficiency and cost savings to the providers, IlliniCare Health encourages its providers to file claims electronically. IlliniCare Health's Payor ID is 68066. Please visit our website at www.illinicare.com for our electronic Companion Guide and our Billing Manual which offers more detailed information regarding claims billing instructions. Our Clearinghouse vendors include Emdeon, Envoy, WebMD, and Trizetto. Participating providers may receive Electronic Funds Transfers (EFT) and Electronic Remittance Advice (ERA) from IlliniCare Health, but to do so the provider must register with PaySpan by contacting 1-877-331-7154 or at www.payperformance.com.

Clearinghouse

	Medical Payer ID	Behavioral Payer ID
Emdeon	68069	68068
SSI	68066	68065
Trizetto Provider Solutions	68066	68068
Smart Data Solutions	68069	68068
Availity	68066	68068
Cepario	68069	68068
Allscripts/Payerpath	68069	68068
IGI	68069	68068
Physicians CC	68069	68068
Claimsource	68069	68068
Claim Remedi	68069	68068
First Health Care	68069	68068
Viatrack	68069	68068
GHNOnline	68069	68068
Practice Insight	68069	68068
Relay/Mckesson	68069	68068
MD On-Line	68069	68068
CPSI	68069	68068
DeKalb	68069	68068

Paper and Corrected Claims:

Providers may submit paper claims and corrected claims to the following address. Corrected claims must be clearly marked as such to avoid denials as duplicate claim submission:

IlliniCare Health
 ATTN: Claims Department
 P.O. Box 4020
 Farmington, MO 63640-4402

Timely Filing

Providers must submit all claims and encounters within 180 calendar days of the date of service. The filing limit may be extended where the eligibility has been retroactively received by IlliniCare Health up to a maximum of 180 days. When IlliniCare Health is the secondary payer, claims must be received within 90 calendar days of the final determination of the primary payer.

Claim Requests for Payment Reconsideration:

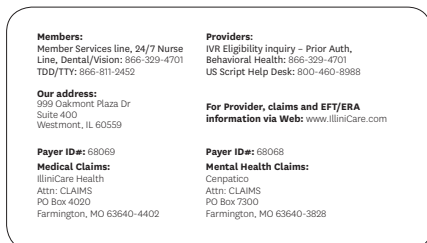
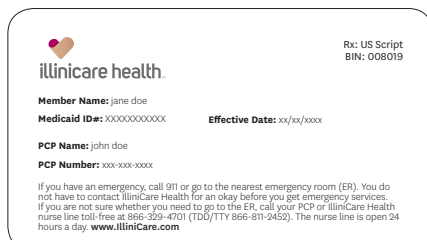
To request payment reconsideration, providers may contact the Claims Provider Services Unit at 1-866-329-4701, or they may submit a written request to:

IlliniCare Health
 ATTN: Claims Department
 P.O. Box 4020
 Farmington, MO 63640-4402

If the payment request for reconsideration is unsuccessful, providers may submit a Provider Claim Dispute Form (found in our website under Provider Forms) to:

IlliniCare Health
 PO Box 3000
 Farmington, MO 63640-3800

Sample Member Card (Front And Back)



Medical Management

IlliniCare Health Medical Management team provides oversight for utilization management, care coordination/case management, and disease management. Authorization must be obtained prior to the delivery of certain elective and scheduled services. For more information on services that require prior authorization, please refer to the list attached or visit our website at www.illiniCare.com. To secure an authorization to provider services, providers may call 1-866-329-4701.

Member Services

Members can visit our website to access our Member Handbook and learn more about our programs and services. Member Services is available Monday through Friday from 8:00 a.m. to 5:00 p.m. CST to answer questions regarding the following issues for your patients:

- Find a Doctor
- Benefits Eligibility
- ID Card Replacement
- PCP Changes

Member Service Line (Monday through Friday 8:00 a.m. to 5:00 p.m. CST)

1-866-329-4701 or
 1-866-811-2452 TDD/TTY

Value Added Member Benefits

IlliniCare Health provides the following value added benefits to our members to enhance their benefits and improve their healthcare:

Nurse Advice Line

1-866-329-4701

The Nurse Advice Line is a 24 hour free health information phone line. The nurse triage service provides access to a broad range of health-related services including health education and crisis intervention.

MemberConnections® is an educational outreach program designed to educate members about how to access healthcare services and benefits. The program conducts one on one education with members to ensure they understand their benefits, the role of the Medical Home (PCP) and why it's important to establish and maintain a relationship with the Medical Home. Contact Member Services if you have a patient that needs help understanding the program.

Start Smart for Your Baby®

Is our special program designed to educate women who are pregnant.

Nurtur® provides a full spectrum of Disease Management outreach and education to members with chronic conditions such as:

- Asthma
- Congestive Heart Failure (CHF)
- Diabetes
- Obesity
- COPD
- Coronary Artery Disease (CAD)