

IAMHP

ILLINOIS ASSOCIATION OF
MEDICAID HEALTH PLANS

Medicaid Managed Care General Billing, IMPACT & IAMHP Resources

Who We Are

- As a member organization for the Medicaid managed care health plans, IAMHP works with the IL state government, legislators, advocacy groups and Medicaid patients to invest in and provide high-quality health care focused on cost-effective, individualized care that helps the residents of Illinois live longer and healthier lives.

IAMHP Contacts



Alaina Kennedy
Chief Operating Officer,
IAMHP

alaina@iamhpteam.org

Samantha Olds Frey
Chief Executive Officer,
IAMHP

samantha@iamhpteam.org



IAMHP

ILLINOIS ASSOCIATION OF
MEDICAID HEALTH PLANS

HealthChoice Illinois

- Aetna
- Blue Cross BlueShield
- CountyCare
- Meridian
- Molina

MMAI

- Aetna
- Blue Cross BlueShield
- Humana
- Meridian
- Molina

YouthCare

- Meridian (Name displays as YouthCare)

Illinois Association of Medicaid Health Plans



Aetna Better Health® of Illinois



illinicare health





IAMHP

Comprehensive
Billing Guide



IAMHP's Comprehensive Billing Guide

General billing guides for:

- General claim submission information
- Claim disposition
- Hospital Outpatient / Inpatient
- Supportive living facility (SLF)
- Long-term care/skilled nursing
- CMHC and SUPR
- FQHC/ERCs and Pediatrics
- Hospice
- Custom orthotic, prosthetic and pedorthic services
- Transportation
- Dental
- HCBS Waivers
- Home Health Providers

Find online at iamhp.net/providers

IAMHP's Comprehensive Billing Guide

Resource Center

IAMHP COMPREHENSIVE BILLING GUIDE

In partnership with our provider partners, IAMHP and its member plans have developed a comprehensive billing guide to better assist providers:

IAMHP's Comprehensive Billing Guide

*For specific plan inquiries or questions, please **contact the health plan directly.***

*For general questions or feedback regarding the comprehensive billing guide, please **contact IAMHP.***

Applicable Providers & Members



This guide applies to contracted providers for the health choice program.



Billing for services provided to members enrolled in MMAI may follow different guidance.



The guidance in this document may differ from traditional commercial billing practices.

IAMHP Comprehensive Billing Guide



We are updating it regularly.



IAMHP welcomes your feedback and input.

What is IMPACT?

- Illinois Medicaid Program Advanced Cloud Technology Web-based system replacing Illinois' Medicaid Managed Information System (MMIS)
- It is a web-based system that meets federal requirements.
- Provider enrollment was the first component of IMPACT to go-live in 2015
- All Medicaid providers seeking reimbursement must be enrolled in IMPACT
- IMPACT serves as the credentialing agent for all Medicaid Payers
- The system allows providers to submit and modify enrollments on their own which should increase efficiency and reduce application errors.



Registering in IMPACT

Registration in IMPACT will directly affect how a provider is reimbursed by a health plan

- Every user must create a login account, called a Single Sign On account
- <https://www.illinois.gov/hfs/impact/Pages/ProviderEnrollment.aspx>
- Submit all applicable provider type(s) and specialties
- Taxonomy number(s) and NPI(s) must match the ones listed on claims and rosters to ensure payment.
- Multiple provider types need to register separately with separate and unique NPIs

Provider Enrollment Resources



HFS Provider Enrollment
Homepage:

<https://www.illinois.gov/hfs/impact/Pages/PresentationsAndMaterials.aspx>



HFS Provider Handbooks:

<https://www.illinois.gov/hfs/MedicalProviders/Handbooks/Pages/default.aspx>



General questions about IMPACT
or provider enrollment, contact:

Email: IMPACT.Help@Illinois.gov
Phone: 1-877-782-5565 (select option
#1,2,1)



IMPACT log-in issues, contact:

Email: IMPACT.Login@Illinois.gov
Phone: 1-888-618-8078

Don't worry.
There is help!

Don't panic!!!

- If you are still having issues, there are multiple ways to address it

First:

- Reach out to your MCO Provider Representative

Second:

- Visit our escalation document in our Resource Center

Third:

- If issue is not resolved, you can submit to the HFS provider complaint portal

Fourth:

- Let your trade association know about issues to be included in the monthly HFS/MCO/provider meetings



IAMHP Resources

IAMHP Website – Info for Providers



In addition to the Key Contacts and Billing Guides, the Info for Providers section also includes links to Provider Manuals and Prior Authorization links




Regular updates to reflect any URL changes, document updates, etc.



IAMHP always welcomes suggestions, so please don't hesitate to share what additional information we can collect from the health plans and post to our site.

IAMHP Resource Center

[Home](#) [About Us](#) [Individuals](#) [Providers](#) [Health Plans](#) [Insights](#) [Events](#) 



Resource Center

JANUARY 1, 2020 PHARMACY CHANGES

The Department of Healthcare and Family services has two new policies impacting pharmacy. The details and impact are outlined [HERE](#).

ARE YOU A CERTIFIED BEP / MINORITY OWNED BUSINESS?

If you are a certified BEP Minority Owned Business interested in collaborating with Medicaid health plan, please let IAMHP know and they will send that information on to the Medicaid health plans.

Complete the [Certified BEP/Minority Owned Business Submission Form](#) and IAMHP will send at least a weekly report to the plans with your information.

RESOURCE CENTER FOR PROVIDERS

[Billing Guidance for HCBS Providers](#)
(NOTE: effective 11/1/2020.)

[Billing Guidance for SUPR Providers](#)
(NOTE: HFS has postponed implementation to 9/1/2020.)

[HFS Dispute Link \(COMING SOON\)](#)

[IAMHP Blood Pressure Cuff Provider Notice](#)

[IAMHP Border Babies Memo](#)

[IAMHP Video Library](#)

[ICD-10 Links](#)

[Key Contact & Escalation Documents](#)

Provider Manuals

Resource Center

PROVIDER MANUALS:

Providers can find handbooks for each of the MCOs operating in Illinois. These handbooks will give you more information on:

- Member eligibility & benefits
- Quality improvement program
- Prior authorization & utilization management
- Rights & responsibilities
- Fraud, waste, abuse and critical incidents
- Provider complaints, member grievances



Download Provider Manual



Download Provider Manual



Download Provider Manual



Download Provider Manual



Download Provider Manual



RESOURCE CENTER FOR PROVIDERS

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ICD-10 Links

Key Contact & Escalation Documents

MCO Mandated Training Material

Peer To Peer Review

Pre-Authorization Links

Provider Manuals

Standardized Roster Material

Tubal Ligation Form and Memo

Universal IAMHP Roster Template

LONG-TERM CARE PROVIDERS

Q&A

IAMHP Key Contacts

Key Contacts for Providers

To find the contact you are looking for, simply navigate to that page using the link provided. **IAMHP no longer maintains a printed directory.**

By Topic Area

[Children's Services](#)

[Community Mental Health](#)

[Dental](#)

[Durable Medical Equipment](#)

[Federally Qualified Health Centers \(FQHC\)](#)

[Home Health](#)

[Hospice](#)

[Hospitals](#)

[IHH Contacts](#)

[Long Term Care](#)

[Medical Directors](#)

[Mental Health](#)

[Methadone Treatment](#)

[Pharmacy / Pharmaceuticals](#)

[Physicians](#)

[Public Health Departments](#)

[Redetermination Point Person](#)

[Substance Use Disorder](#)

[Transportation](#)

[Vision](#)

Report a Contact Change

Help us keep this information up-to-date. Notify our team using the form below if you see any inaccuracies.

Your Role in Requesting a Change *

- I am a Directory User who believes a listing is incorrect
 I am an Organization Designee who needs to report a change

Requested Change *

- Remove a Contact (This person is no longer the contact, but there is no replacement yet)
 Add Contact (New person, but not replacing anyone)
 Replace Contact (Remove this person and replace them with someone else)
 Other

Please describe the change in detail below.

If you are adding a new contact, we need to know:

- Their name
- Their title
- Organization (if different from yours)
- Their phone number
- Their email address
- Their areas of responsibility / committees / topics that they should be listed under

Change Needed *

To Learn
More...

[Home](#) > [Insights](#)

Learn about the latest news & insights on Illinois Medicaid for healthcare providers, healthcare advocacy groups and Medicaid members.

Subscribe to IAMHP Quarterly

Your Name *

Organization *

Your Email Address *

Submit



ARTICLES/
REPORTS



QUARTERLY
NEWSLETTER



PODCAST SERIES



VIDEO LIBRARY

IAMHP Video Library



IAMHP Library

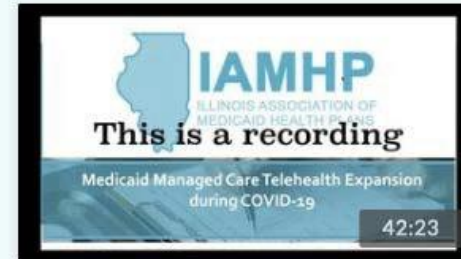
Thank you for visiting IAMHP's Library. Please let us know if there are any specific topics of interest that you would like to have covered by our podcasts or webinars!

Featured Videos



5 MONTHS AGO

Small Business Loans Webinar



5 MONTHS AGO

IAMHP Telehealth COVID-19 Webinar



Additional Resources

Illinois Department of Healthcare and Family Services – Care Coordination Homepage



TRANSITION
LETTERS AND CLIENT
COMMUNICATIONS



PROGRAM
DESCRIPTIONS



ENROLLMENT
INFORMATION



CARE
COORDINATION
QUALITY METRICS



HEALTHCHOICE
ILLINOIS 2018 MODEL
CONTRACT



COVID-19 Support

COVID-19 Support

As state officials worked to flatten the curve of the pandemic, IAMHP and our member plans worked with HFS to find solutions. Our efforts resulted in many accomplishments that helped mitigate the impact of the COVID-19 for Medicaid members:



- Educated payment advances and alternative payment models to ensure providers are paid faster



- Expanded telehealth services to increase access to care and free up hospital space.



- IAMHP trained over 1,250 providers on telehealth and grants/small business loans



- Assisted community-based providers, behavioral health and developmentally disabled providers to obtain critical PPE



On the Horizon in 2021

On the horizon

IAMHP Goals:

IAMHP will be focused on improving health equity by:

- focusing on the passage of implicit bias training requirements,
- stabilizing and protecting the Medicaid budget,
- and addressing social determinants of health.

HFS Initiatives :

- NB Consent Decree
- 1915(i) SPA

Upcoming

Spring 2021 is going to be busy for legislators as they grapple with the COVID pandemic, budget challenges, and the need to create and pass a new legislative district map.

IAMHP looks forward to up dating IL AAHAM again in April 2021

IAMHP Contact Information

Samantha Olds Frey, CEO

- samantha@iamhpteam.org

Alaina Kennedy, COO

- alaina@iamhpteam.org

Questions and Answers

