

Provider Memorandum

Patient Credit File/Patient Liability – MEDI Screenshot Submissions

As of December 2019, the Bureau of Managed Care issued a policy/procedure to Managed Care Organizations (MCOs) as it relates to the patient credit file/patient liability.

The Illinois Department of Healthcare and Family Services (HFS) notifies the Managed Care Organizations (MCOs) of any applicable patient liability amounts for long-term care (LTC) and supportive living members via the patient credit file (PCF). The file is sent to MCOs on weekly basis.

Effective December 1, 2019, the MCOs will not accept proof of patient liability by the submission of Medical Electronic Data Interchange (MEDI) screenshots. HFS has made improvements on the patient credit file (PCF), and screenshots from MEDI are no longer needed to show proof of any patient credit file information or MCO enrollment.

Questions

Providers who have questions, concerns, or would like additional training—including how to use the Molina Provider Portal—may contact their Provider Network Manager or email the Provider Network Management department MHILProviderNetworkManagement@MolinaHealthcare.com.

For help identifying your Provider Network Manager, visit Molina's Service Area page at MolinaHealthcare.com.

Join Our Email List

Join Molina's provider email list! Be the first to receive news and updates about Molina services delivered automatically to your inbox. [Simply click here](#), fill out the form, and submit to get started.