

Provider Memorandum

MEDI Screenshots Temporarily Allowed for PCF Payment Submissions

The Department of Healthcare and Family Services (HFS) has alerted Molina Healthcare of Illinois (Molina) and other MCOs that the LTC Patient Credit File (PCF) is failing to populate the exceptional care and hospice provider information. This is currently under review by HFS.

As an interim solution, HFS has authorized the use of the Medical Electronic Data Interchange (MEDI) screenshots for payment while the programming is being corrected and will **temporarily** allow this practice until further notice.

- For **Exceptional Care** issues, please provide LTC MEDI.
- For **Hospice** issues, please provide Hospice proof of coverage.

Molina is aligned with HFS on this matter. Providers are advised to resolve any further PCF discrepancies directly with HFS.

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your Provider Network Manager, visit [Molina's Service Area](#) page at MolinaHealthcare.com.

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Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.