



Known System Activity/Issue	Brief Description	Date Activity/Issue Identified	Status	Provider’s Types Impacted	Number of Providers Affected	Expected System Completion Date	Expected Claims Reprocessing Date	Overall Status
Availity Portal Update	Providers must not include documentation with a first level consideration in the Availity portal	6/15/2024	This is an update to the portal. If providers have documentation that needs to be reviewed with their first level reconsideration, they should be filing an appeal in Availity. For more information, click here.	All	All	Update Completed	N/A	Open
Availity Portal Update	Imaging providers should be utilizing Cite Auto Auth path in Availity for real-time authorization approval.	10/1/2024	This is an update to the portal for imaging providers to receive an Immediate Approval for an imaging authorization. To view our step-by-step guide, please click here.	Imaging Authorizations	N/A	Update Completed	N/A	Open
NF Rates Effective 7/1/2025	NF Rates effective 7/1/2025 received for 210 facilities on 11/7/2025	11/7/2025	Configuration in process	Nursing Facility	210	12/7/2025	TBD	Open
Inpatient Hospital Base Rate	Inpatient hospital rates will be rebased effective 10/1/2024 and system updates will be completed upon receipt of the updates	5/30/2025	File received from HHS 5/30/2025. Configuration completed on 6/24/2025. Claims identification is in final stages to begin claim adjustments. Adjustment project has been completed for reprocessing of underpayments. Overpayments have been submitted for lettering to recoup as appropriate.	Inpatient Hospital	1073	6/24/2025	11/6/2025	Newly Closed
HCBS & Habilitation Rate Updates	IL 2699 was received on 8/1/2025 outlining rate changes effective 8/1/2025	8/1/2025	Configuration completed 8/25/2025. Adjustment projects are in process	HCBS & Habilitation	TBD	8/25/2025	10/15/2025	Closed
VFC Vaccine Administrations	VFC Vaccine Administration payment and guidance	02/21/2024	- Adjustments were completed on the per needle stick project - Adjustment project in process to allow payment for multiple units of administration (per needle stick) - Additional guidance will be forthcoming from HHS regarding the VFC program and billing instruction - IL 2627 published on 9/13/2024 provided the required clarification. Configuration was completed on 10/11/24. No claims reprocessing will occur.	VFC Providers	TBD	IL 2627 10/11/2024 Per Needle Stick Update 6/5/2025	8/14/2025	Closed
April 2025 Addendum B	Updates to the Addendum B were received from HHS on 4/22/2025	4/22/2025	- Final Addendum B received from HHS on 4/22/2025 - Configuration completed 5/20/2025 - No claims identified for reprocessing	Hospital	TBD	5/20/2025	N/A	Closed

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E & M Code Rate Change	IL 2636: The impacted fee schedules have been updated on the HHS website as of Wednesday, October 9, 2024. The managed care organizations (MCOs) will be working to expeditiously update their configuration to update the rates for these codes, retroactively effective to March 1, 2024 and are targeting to have configuration of these updates into our systems by Friday, October 18, 2024.	10/10/2024	Configuration completed on 10/15/2024, claim audit completed.	Professional types providing E & M services	N/A	10/15/2024	3/10/2025	Closed
January 2025 Addendum B	Updates to the Addendum B were received from HHS on 2/12/2025	2/12/2025	- Configuration completed 3/11/2025 - Claims reprocessing is being finalized	Hospital	TBD	3/11/2025	5/22/2025	Closed
ICF. ID 7/1/2025 Rates	Annual update of ICF.ID rates effective 7/1/2025	3/25/2025	Rate file received 3/25/2025 from HHS, configuration 4/3/2025	ICF.ID	61	4/25/2025	N/A	Closed
Rate Updates Received from HHS on 10/7	Rate Updates Received 10/7 for RHC, FQHC, and HCBS SCL	10/7/2024	RHC: Configuration completed 10/17/2024, claims impact in process; FQHC: No updates required, PPS rates have already been loaded for the outlined provider; HCBS SCL: Completed 10/14/2024, claims impact in process	RHC, FQHC, HCBS SCL	38	11/6/2024	N/A	Closed
Availity Portal Update	Care Coordination Portal (CCP) available to IHH providers as well as providers accessing Long-Term Care authorizations.	9/15/2024	IHH Providers and some HCBS providers can now access authorizations, NOD’s, and Care Assessments in the CCP in Availity Payer Spaces. User guide will be available November 2024.	IHH / Some HCBS	N/A	Update Complete / Ongoing Training	N/A	Closed
COB Nursing Facilities	Claims were denying for nursing facilities when member has primary insurance	8/17/2023	Claims have been manually corrected and will continue to be processed manually to override the edit until automation is completed.	Nursing Facilities	N/A	3/5/2023	N/A	Closed

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HHA Rates, RHC, HHA EPSDT, NF, and HCBS SCL	Rate Updates Received 10/21 for HHA, RHC, HHA EPSDT, NF and HCBS SCL	10/21/2024	HHA: No updates required, rate transmitted matches current configuration; RHC (Interim rate): Configuration completed 11/20/2024, no claims requiring adjustment were identified; HHA EPSDT: Configuration completed 11/11/2024, no claims requiring adjustment were identified; NF: Configuration completed 11/5/2024, all claims identified result in recovery. These have been sent for recovery via the PI process which includes lettering; HCBS SCL: Configuration completed 11/6/2024, no claims requiring adjustment were identified	HHA Rates, RHC, HHA EPSDT, NF, and HCBS SCL	5	11/20/2024	12/21/2024	Closed
RHC/FQHC encounter crossover claims processing	RHC/FQHC coordination of payment on secondary claims	10/11/2024	Configuration completed on 10/28/2024. Adjustments completed 11/27/2024	RHC	162	10/28/2024	11/27/2024	Closed
RHC	Rate Updates Received 10/18 for RHC effective 1/1/2024	10/18/2024	RHC (PPS Rates): Configuration completed 11/5/2024 for 1 RHC, all others were configured with the correct rates at the time of receipt. No claims requiring adjustment were identified	RHC	1	11/17/2024	11/20/2024	Closed
FQHC and HCBS SCL	Rate Updates Received 10/25 for FQHC and HCBS SCL	10/25/2024	FQHC (Interim Rates) - No configuration required, PPS rate configured on PPS file received on the same date; HCBS SCL - Configuration completed 11/7/2024, no claims requiring adjustment were identified	FQHC, HCBS SCL	7	11/24/2024	11/18/2024	Closed
Rate Updates Received from HHS on 9/30	Rate Updates Received 9/30 for RHC, EPSDT, and HCBS SCL	9/30/2024	RHC: No updates required, PPS rates have already been loaded for the outlined provider; EPSDT: Configuration completed 10/24/2024, adjustments completed on 11/12/2024; HCBS SCL: Configuration completed 10/4/2024, all claims identified result in recovery. These have been sent for recovery via the PI process which includes lettering.	RHC, EPSDT, HCBS SCL	11	10/30/2024	11/12/2024	Closed

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Outpatient Hospital Base rate	Outpatient hospital base rates effective 1/1/2024 received from HHS on 6.18.2024 and system updates are in process	6/18/2024	Reprocessing completed	Outpatient Hospital	62	7/16/2024	10/7/2024	Closed
HHA LUPA Rates	Home Health LUPA rates received from HHS on 7/23/2024. Configuration completion target is 8/22/2024.	7/23/2024	Configuration updates completed, adjustments completed on 9/23/2024	Home Health	22	8/6/2024	9/23/2024	Closed
FQHC Rate Loading Error	When loading retro rates effective 7/1/2023 - 12/31/2023 received on 2/23/2024, the end date was missed and reverted the 1/1/2024 effective rate to the 7/1/2023 rate.	4/18/2024	Configuration was corrected and claims are being reprocessed	FQHC	87	5/8/2024	6/5/2024	Closed