Provider Memorandum

IMPACT Provider Enrollment Termination

Effective February 15, 2017, the Illinois Department of Healthcare and Family Services (HFS) will terminate Medicaid providers who enrolled prior to February 1, 2012, and have not revalidated their information through the Illinois Medicaid Program Advanced Cloud Technology (IMPACT) system. This update for providers includes pharmacy and ancillary providers.

HFS provided notice of the revalidation requirement throughout 2016 with the latest notice issued in December 2016. Claims and encounters submitted by a terminated provider will be rejected for reimbursement by HFS.

Following the guidance provided by HFS, Molina Healthcare of Illinois (Molina) will also terminate providers from its network and will deny claims payment to providers who rendered services and are not enrolled in the IMPACT system on the date of service. Terminated providers will be required to submit a new Medicaid provider enrollment application through the following link: https://www.illinois.gov/hfs/impact/Pages/default.aspx

Molina has begun and will continue to conduct outreach efforts to assist providers affected by this termination. Please contact your Provider Service Representative if you have any questions or you may contact the Provider Services Department at (630) 203-3965 or via email at IllinoisProviders@MolinaHealthcare.com/.

Providers may refer to the following guide for revalidation or new enrollment to the IMPACT system. For further information regarding previous IMPACT enrollment revalidation notices, please visit the following link: https://www.illinois.gov/hfs/MedicalProviders/notices/Pages/prn161208a.aspx.

Providers who wish to start the revalidation process or new enrollment to IMPACT must follow the following steps:

Create IMPACT User ID
Those who need access to the IMPACT system will need to create a user ID and password then request access to the system through a single sign-on process.
1) Go to http://IMPACT.illinois.gov
2) Select create new account. Please note: the user requesting access may or may not be the same person whose name is on the application/enrollment.

Request Impact Program Access

The single sign-on process has a second step that must be completed.
a) Once the user ID account has been created, log in to IMPACT with that user ID and password and select Request Application Access.
b) select the state of Illinois seal,
c) Under step 2, select IMPACT, then
d) Select Request access. The user will agree to a soft credit inquiry that will generate four additional security questions based on the information in the credit history. Once these are answered correctly, access to IMPACT will be granted.

Revalidation Steps
For revalidations: when access has been granted,
1) Log in again and
2) Select IMPACT
3) Choose track application,
4) Enter the application ID number and select next.
5) Complete the required authentication for the application and click submit. This will pull up the business process wizard of the application/enrollment.
6) Select each required step and complete the necessary information to complete the revalidation.
7) Ensure that the application is submitted once it is complete.

New Enrollments
For new enrollments: when access has been granted,
1) Log in again and select IMPACT then
2) Select new enrollment.
3) Complete the basic information that is required.
4) When this step is complete, the application ID number will be assigned and then the business process wizard will be shown.
5) Select each required step and complete the necessary information to complete the application.
6) Ensure that the application is submitted once it is complete.

For enrollment information for specific enrollment types, please visit https://IMPACTinfo.illinois.gov, select Presentations and Materials on the right side of the screen and access the specific presentation that is applicable to the specific enrollment type application being completed.

Additional assistance is available via email at IMPACT.help@illinois.gov or by calling 1- (877) 782-5565.