

# Provider Memorandum

## **Credentialing and Re-credentialing**

Effective January 1, 2018, in accordance with the HealthChoice Illinois contract between the Illinois Department of Healthcare and Family Services (HFS) and Molina Healthcare of Illinois (Molina), providers who are contracted under HealthChoice Illinois (formerly known as ICP, FHP and MLTSS) will not have to be credentialed or re-credentialed by Molina Healthcare. Providers will be seen as credentialed as long as they are identified as such through the Illinois Medicaid Program Advanced Cloud Technology (IMPACT) system.

Molina is asking provider to please be aware of two important features of this change in credentialing requirements. First, the change made to credentialing applies only to Medicaid, not Medicare or other products. Providers participating in other programs (MMP) will still be required to adhere to Molina credentialing requirements.

Second, although providers will be credentialed through IMPACT, they are required to provide specific information requested by Molina that is not included in the credentialing process. This information is needed in order to process claims and make updates to the provider directory such as a change in office hours.

Please review the following attachment regarding the credentialing process through IMPACT.

If you have any questions, please contact your Provider Network Manager, the Network Management Department at (630) 203-3965, or email us at [IllinoisProviders@MolinaHealthcare.com](mailto:IllinoisProviders@MolinaHealthcare.com).

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 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](mailto:IMPACT.help@illinois.gov) or by calling 1- (877) 782-5565.