

# Provider Memorandum

## Updated HFS Complaint Tracking Process

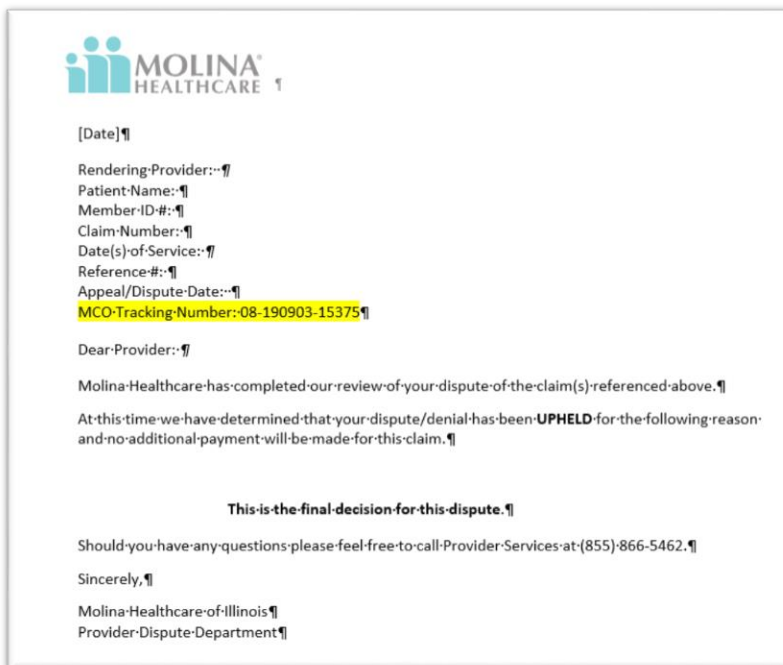
This memo serves as a reminder of the new Illinois Department of Healthcare and Family Services (HFS) complaint tracking process that will be taking effect in 2020. Under the new process, any provider filing a complaint to HFS requires a unique, sequential Managed Care Organization (MCO) tracking number issued by the MCO for every complaint submitted through the HFS Provider Portal. This process applies to both Medicaid and Medicare-Medicaid Alignment Initiative (MMAI) lines of business.


Every provider has the right to file a complaint to HFS against Molina. We do kindly ask providers to please work with Molina staff prior to filing a complaint. In the event we do not provide satisfactory service, or the resolution does not meet your expectations, this memo provides you with the information necessary to file a complaint via the HFS Provider Portal.

## HFS Complaint Tracking Process

To ensure that you can file an HFS Provider Portal complaint, please follow the process below if you have a claims dispute that you have not been able to resolve:

1. Submit a [Claims Dispute Request Form](#). Refer to the *Provider Claim Dispute, Provider Complaint, Enrollee Appeal and Grievance Process* chapter of the [Medicaid Provider Manual](#) for guidance on how to submit the claim dispute.
  - If a Claim Dispute Request Form has been submitted, refer to the outcome letter (sample below) that Molina Healthcare of Illinois (Molina) sent in response to the claim dispute. Find the MCO Tracking Number in the header of the outcome letter. You must have this number to file a complaint with the state. This response letter is mailed to the remit address on file with your organization.



 **MOLINA**  
HEALTHCARE

[Date]

Rendering-Provider:  
Patient-Name:  
Member-ID-#:  
Claim-Number:  
Date(s)-of-Service:  
Reference-#:  
Appeal/Dispute-Date:  
MCO-Tracking-Number:08-190903-15375

Dear-Provider:

Molina-Healthcare-has-completed-our-review-of-your-dispute-of-the-claim(s)-referenced-above.

At-this-time-we-have-determined-that-your-dispute/denial-has-been-**UPHELD**-for-the-following-reason-and-no-additional-payment-will-be-made-for-this-claim.

**This-is-the-final-decision-for-this-dispute.**

Should-you-have-any-questions-please-feel-free-to-call-Provider-Services-at-(855)-866-5462.

Sincerely,

Molina-Healthcare-of-Illinois  
Provider-Dispute-Department

- If you are unable to locate the MCO Tracking Number, call Molina Provider Services at (855) 866-5462, Monday -- Friday between 8:00 a.m. to 5:00 p.m.
    - Provide the dispute date filed, the member's name, Molina ID number and Molina claim number so the provider services representative can locate the case.
    - Once the case is located, the Molina provider services representative will give you the MCO Tracking Number.
  - If you have the MCO Tracking Number, you may file your HFS complaint.
2. Visit the HFS provider portal at [www.illinois.gov/hfs/MedicalProviders/cc/Pages/ManagedCareComplaints.aspx](http://www.illinois.gov/hfs/MedicalProviders/cc/Pages/ManagedCareComplaints.aspx) to file a complaint. Complaints cannot be submitted through the HFS provider portal sooner than 30 calendar days after submitting the complaint to Molina, nor can they be submitted any later than:
- 30 calendar days after unsatisfactory resolution, and/or
  - 60 calendar days after the provider submits the dispute to Molina for internal resolution.

All HFS provider complaint portal submissions must include the Molina-provided tracking number and the date the complaint was filed with Molina's internal dispute resolution process. If applicable, include the date the provider received the MCO resolution.

The HFS provider portal will present the dispute to Molina within 10 business days of receipt of a complaint. Molina will have 30 calendar days from the complaint receipt date to issue its written proposal to resolve the dispute unless Molina is granted an extension by HFS.

### **Questions**

Providers with questions may contact their provider network managers or email the Provider Network Management Department at [MHILProviderNetworkManagement@MolinaHealthcare.com](mailto:MHILProviderNetworkManagement@MolinaHealthcare.com).

Providers who need help identifying their assigned provider network manager may visit Molina's Service Area page at [www.MolinaHealthcare.com/providers/il/medicaid/contacts/Pages/servicearea.aspx](http://www.MolinaHealthcare.com/providers/il/medicaid/contacts/Pages/servicearea.aspx).

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