

PROVIDER MEMORANDUM

Attention Long Term Care Providers: Patient Credit File System Configuration Update

This is an update to a previous communication from Molina Healthcare of Illinois (Molina) published on March 27, 2017. Due to changes in the Patient Credit File distributed by the Illinois Department of Health and Family Services (HFS) to all health plans, additional configuration requirements were needed to automate the claims processing system at Molina. Unexpected configuration problems led to a delay in completion of a claims reprocessing project related to some Molina Members historic dates of service on the patient credit file that impacted the adjudication of correlated provider claims, initially targeted for completion in May. Molina has since completed system upgrades that will allow for accurate processing of current and reprocessing of any impacted claims.

Molina remains committed to the timely, efficient and accurate payment of provider claims.

The system upgrade corrects the below issues that resulted in some providers receiving the edit known as "6300":

- Historical records missing from the Patient Credit File
- Overlapping effective and term dates
- Member/Provider ID effective date validation

Timeline for Claims Reprocessing / Recovering

- Molina has restored all historical HFS Patient Credit File history. This system fix to upload all files was initially forecasted to be in production on or about April 7, 2017. The system was updated with all historical records on **April 21, 2017**.
- Molina IT team experienced difficulty in reconfiguring the newly formatted files and thus the initial system target fix date was not met. The system was updated with all remaining Patient Credit Files on **June 21, 2017**.
- Claims adjudicated after **June 21, 2017** will accurately process according to the effective rate as of the date of service for the approved Member, the liability amount and the approved facility listed on each monthly HFS Patient Credit File. Normal processing rules will apply.
- Molina anticipates reprocessing of all appropriately billed claims by **August 31, 2017** based on normal claims processing rules.
- Molina detected a series of claims which resulted in overpayments. Affected providers will be informed about the recovery which Molina anticipates to complete by **August 31, 2017**.

Molina Provider Service Representatives (PSR)s will continue to work with providers to address Patient Credit File impacted claims. Please contact your PSR if you have any additional questions or you may contact the Provider Services Department at (630) 203-3965 or via email at IllinoisProviders@MolinaHealthcare.com.

Molina values and appreciates the services you provide to our Members. Thank you for working together with us and for your continued support.