

Provider Memorandum

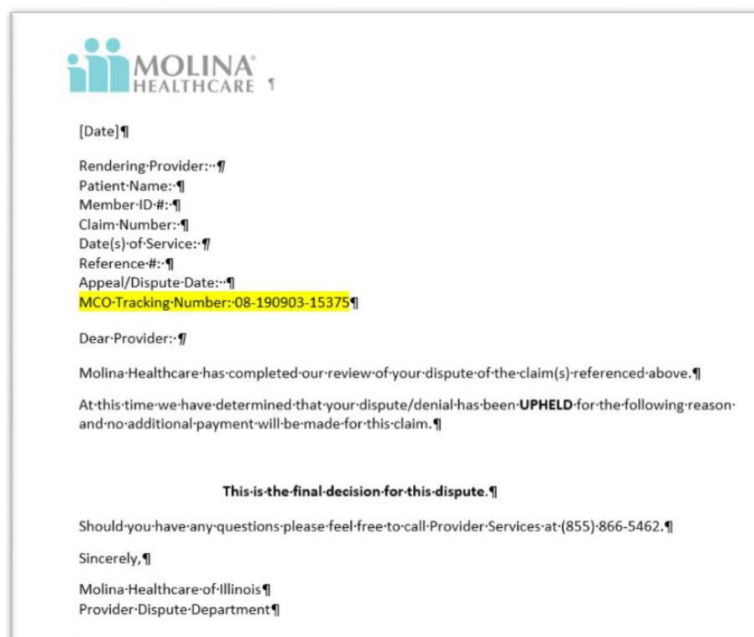
HFS Complaint Tracking Process Reminder


Molina Healthcare of Illinois (Molina) reminds providers of the Illinois Department of Healthcare and Family Services (HFS) complaint tracking process that took effect in 2020. Under this 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 the Medicaid and Medicare-Medicaid Plan (MMP/Duals) lines of business.

HFS Complaint Tracking Process

This is the process for a claim dispute that you are unable to resolve through the MCO's (Molina's) internal process. Follow the process below to file a complaint via HFS Provider Portal:

1. **Submit a Claims Dispute Request Form to the MCO.** The Claims Dispute Request form is found on the [Frequently Used Forms page](#) of Molina's website under Contracting & Provider Forms. For guidance on how to submit the claim dispute, refer to the [Medicaid Provider Manual](#), in the Claims and Compensation chapter, where you will find a subsection on Claims Disputes and Reconsiderations.
 - If a Claim Dispute Request Form has been submitted, refer to the outcome letter (sample below) that Molina sent in response. Find the MCO Tracking Number in the header of the outcome letter. **Key:** You **must** have this number to file a complaint with the state. Note: This letter is mailed to the remit address on file with Molina.





[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 your Provider Network Manager or email the team at MHILProviderNetworkManagement@MolinaHealthcare.com.
 - Provide the dispute date filed, the member's name, Molina ID number, and Molina claim number so the Provider Network Manager can locate the case.
 - Once the case is located, the Provider Network Manager will give you the MCO Tracking Number.
 - If you have the MCO Tracking Number, you may file your complaint with HFS.
2. Visit the HFS Provider Portal to file a complaint at illinois.gov/hfs/MedicalProviders/cc/Pages/ManagedCareComplaints.aspx. 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.
 - 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 MCO 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.

Complaint Resolution Time Frame

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?

We're here to help. Contact your dedicated Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your dedicated Provider Network Manager, visit [Molina's Service Area page](#) at MolinaHealthcare.com.

Provider Portal Alert

We are in the process of sunsetting the Molina Legacy Provider Portal. Ensure that you and your staff have access to streamlined claims management, authorizations, eligibility/benefit verification, and more. Get started with Availity Essentials Provider Portal today! [Click here](#).

Get Critical Updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox! [Click here](#) to receive Molina's provider updates.

Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.