

MCO Internal Provider Dispute Process and MCO Assigned Portal Tracking Number Links Information

Click on the links below to learn more about each MCOs internal provider dispute process and how to request a tracking number for use in the Provider Resolution Portal. A MCO assigned tracking number is required for each complaint ticket submitted in the Portal.

Tickets that are submitted in the portal without a MCO assigned tracking number, that are not submitted timely in the Portal, or submitted with missing or incomplete data will be closed in the system. Providers will be required to resubmit the complaint with the MCO assigned tracking number under a new complaint ticket.

AETNA:

Medicare- Medicaid Alignment Initiative (MMAI) MCO Internal Dispute Process Instructions:

- Online Provider Dispute Instructions:
https://www.aetnabetterhealth.com/illinois/assets/pdf/OnlineProviderDisputeInstructions_IL.pdf
- Par Provider Dispute Form:
<https://www.aetnabetterhealth.com/illinois/assets/pdf/ILParProviderDisputeForm.pdf>
- Non-Par Appeal Form:
<https://www.aetnabetterhealth.com/illinois/assets/pdf/ILMMAINonParAppealForm.pdf>
- Aetna Portal Link:
<https://www.aetnabetterhealth.com/illinois/providers/portal>

MMAI MCO Assigned Portal Tracking Number Example:

- Example Par Provider Dispute Tracking Number: Aetna MMAI uses the Claim number for tracking and for entry of a ticket into the Portal.
- Example Non-Par Appeal Format Tracking Number: (AP000000000000)

MMAI MCO Assigned Portal Tracking Number Instructions:

- Providers dispute and appeals are identified by using Provider name and Provider ID, Member name and ID, date of service, and claim number from the remit notice. This is noted in the footer of Provider Appeals Form.
- Providers should always refer to the provider manual and their contract for further details.

HealthChoice Illinois (HCI) MCO Internal Dispute Process Instructions:

- Provider Dispute Form:
<https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/illinois/providers/pdf/IL%20Provider%20Dispute%20and%20Resubmission%20Form.pdf>
- Provider Manual:
<https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/illinois/providers/pdf/Aetna%20Better%20Health%20of%20Illinois%20Provider%20Manual.pdf>
- Aetna Portal Link:
To submit through the portal; follow the directions at this link:
<https://www.availity.com/Essentials>

HCI MCO Assigned Tracking Number Example:

- Tracking Numbers are assigned to providers based on the complaint format applied.
Example -

Customer Service: #PDXGR1234567
Network Relations: #1234
Claim Reconsideration/Dispute: #####E#####A#
Appeal or Grievance: APXXXX, or GRXXXX

HCI MCO Assigned Tracking Number Instructions:

- When attempting to resolve issues with Aetna Better Health of Illinois you will receive a unique reference number. The reference number will vary based on how you attempted to resolve the issue.
 - When contacting our Customer Service at 1-866-329-4701, providers will receive a tracking/reference number from the agent handling your inquiry (i.e., #PDXGR1234567).
 - When contacting Network Relations Consultants, the Network Relations Consultant will provide a reference number (i.e., #1234).
 - When mailing in or resubmitting a claim dispute/reconsideration through our Provider Portal, the provider must complete the requested information and attach or upload any appropriate supporting documentation. The decision will be sent in the form of a provider remittance and the tracking/reference number will be the adjusted claims number from that remittance (i.e., the claim number ending in A1, A2, A3, etc.).
 - When filing a provider complaint or grievance you will receive a provider complaint or grievance number in the acknowledgment and resolution letters. (APXXXX, or GRXXXX)
 - To submit through the portal; follow the directions at this link:
<https://www.availity.com/Essentials>

BLUE CROSS BLUE SHIELD:

HealthChoice Illinois (HCI) and Medicare-Medicaid Alignment Initiative (MMAI) MCO Internal Dispute Process Instructions:

- Provider Form:
https://www.bcbsil.com/pdf/network/medicaid_claims_inquiry_dispute_request_form.pdf
- Provider Instructions:
<https://www.bcbsil.com/provider/education/education-reference/news/2021-news-and-updates/07-21-21-dispute-process-government-programs>

MMAI and HCI MCO Assigned Tracking Number Example:

- All BCBSIL claim disputes are assigned a 12-digit unique tracking ID number, which will appear in the following format: 193450004656.
 - First two digits are the year BCBSIL received the dispute: 19
 - Next 3 digits are the date or the calendar day BCBSIL received the dispute, for example, 345 represents December 11 (the 345th day of the year).
 - The remaining digits uniquely identify the dispute in the BCBSIL system.

MMAI and HCI MCO Assigned Tracking Number Instructions:

- Instructions Notice:
<https://www.bcbsil.com/provider/education/education-references/news/2021-news-and-updates/07-21-21-dispute-process-government-programs>
- Providers should work with the BCBS network representatives listed by provider type and area as provided at <https://www.bcbsil.com/provider/network/network/provider-network-consultant>, or a provider can submit a request for assistance in identifying their network representative via email at govproviders@bcbsil.com.

COUNTYCARE:

HealthChoice Illinois (HCI) MCO Internal Dispute Process Instructions:

- Provider Dispute User Guide: https://countycare.com/wp-content/uploads/Provider-Dispute-System-User-Guide_March2022-Revisions.pdf
- Link to dispute portal: <https://countycareproviderdispute.jira.evolenthealth.com/>
- Questions about the CountyCare internal dispute process can be directed to the following in-box: hfsrequest@cookcountyhhs.org

HCI MCO Assigned Tracking Number Example:

- MCO Tracking number example: Format: 03-YYMMDD-xxxxx, Example: 03-191001-00001

HCI MCO Assigned Tracking Number Instructions:

- Training Materials on our website under “Provider Resources”- Training Materials – Provider Dispute User Guide:
https://countycare.com/wp-content/uploads/Provider-Dispute-System-User-Guide_March2022-Revisions.pdf

HUMANA:

Medicare-Medicaid Alignment Initiative (MMAI) MCO Internal Dispute Process Instructions:

- Humana IL MMAI Provider Manual:
<https://docushare-web.apps.external.pioneer.humana.com/Marketing/docushare-app?file=4736537>
- Humana Claim-Payment Inquiry Resolution Guide:
<https://docushare-web.apps.external.pioneer.humana.com/Marketing/docushare-app?file=3287934>
- Humana Complaint Tracking Process Provider Notification:
<https://docushare-web.apps.external.pioneer.humana.com/Marketing/docushare-app?file=3942328>
- Provider Resource Guide:
<https://docushare-web.apps.external.pioneer.humana.com/Marketing/docushare-app?file=5021263>

MMAI MCO Assigned Tracking Number Examples:

- Humana is required to assign the provider a MCO Tracking Number for each complaint submitted through the Humana internal dispute process. Telephonically submitted disputes may not generate a reference number if the dispute is resolved during the call. However, disputes submitted online or via mail or fax will always generate a reference number
- When submitting a complaint/dispute for:
 - Humana:
12–13-character alphanumeric code: Example - X0000X000000 or X0000X0000000
 - Beacon (Humana Behavioral Health):
15 numeric characters in length, separated by a dash after the eighth digit: Example - 00000000-1111111
- If the provider does not know or is unable to locate the MCO Tracking Number, providers can call Humana Provider Services at 1-800-457-4708 between 7 a.m. to 7 p.m. CST, Monday through Friday. Once the case is located, the Humana Provider Services representative will give them the MCO Tracking Number.

MMAI MCO Assigned Tracking Number Instructions:

- Humana IL MMAI Provider Manual:
<https://docushare-web.apps.external.pioneer.humana.com/Marketing/docushare-app?file=4736537>
 - Humana Complaint Tracking Process Provider Notification:
<https://docushare-web.apps.external.pioneer.humana.com/Marketing/docushare-app?file=3942328>
 - Humana's preferred method of complaint/dispute submission is online via the Availity Essentials Portal. Disputes submitted to the online portal are tied to the associated claims, enables providers to include supporting/supplementary information, and provides the ability to track complaint status. Additional information can be found in the Humana Claim-Payment Inquiry Resolution Guide:
 - <https://docushare-web.apps.external.pioneer.humana.com/Marketing/docushare-app?file=3287934>
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MERIDIAN:

HealthChoice Illinois (HCI), YouthCare, and Medicaid-Medicaid Alignment Initiative (MMAI) MCO Internal Dispute Process Instructions:

- **HealthChoice Illinois (HCI):**
 - Claims with a date of service July 1, 2021 or later:
<https://www.ilmeridian.com/providers/resources/forms-resources/claim-dispute-dos-july-1--2021-and-after.html>
 - Claims with a date of service before July 1, 2021:
<https://corp.mhplan.com/en/dispute-form/>
- **YouthCare:** [Login | YouthCare HealthChoice Illinois \(ilyouthcare.com\)](#)
- **Medicare-Medicaid Alignment Initiative (MMAI):** [Login](#)
https://ilmeridian.entrykeyid.com/as/authorization.oauth2?response_type=code&client_id=cnc-provider-mono&scope=openid%20profile&state=JB5JY-Df7yb-N8xICKf3CXPoZmfy11jIJET8WSjC2AA%3D&redirect_uri=https://provider.ilmeridian.com/careconnect/login/oauth2/code/pingcloud&code_challenge_method=S256&nonce=Ozh9aPEcQt84JQgPA_QgrRUYCaN8rbs7eUtHLaj1Zkl&code_challenge=7mUzMx2zKuoq1iZJU5rqB1JWQOmwrOjK-fo5niUY9Vw&app_origin=https://provider.ilmeridian.com/careconnect/login/oauth2/code/pingcloud&brand=ilmeridian
- Meridian Provider Portal Notice: <https://www.ilmeridian.com/newsroom/meridianhealth-provider-information-regarding-system-updates-eff.html>
- Meridian Dispute Form:
<https://corp.mhplan.com/en/dispute-form/>

HCI, YouthCare, and MMAI MCO Assigned Tracking Number Example:

- Prior to 7/1/2021: Example - 07-210427-52852
- After 7/1/2021: Example - U32712W00046

HCI, YouthCare, and MMAI MCO Assigned Tracking Number Instructions:

- The tracking number instructions are provided at the links above.

- For dates of service prior to 7/1/2021, the provider will fill out the electronic dispute form. Once complete, they will receive a confirmation PDF with the Tracking Number listed at the top.
- For dates of service after 7/1/2021, the provider will log into the Provider Portal and will complete the claim dispute. Once finished, the provider will receive the tracking number.

MOLINA:

HealthChoice Illinois (HCI) and Medicare-Medicaid Alignment Initiative (MMAI) MCO Internal Dispute Process Instructions:

- Claims Dispute Request Form: https://www.molinahealthcare.com/providers/il/medicaid/forms/~media/Molina/PublicWebsite/PDF/providers/il/Medicaid/Claims_Dispute_Request_Form.pdf
- Medicaid Provider Manual: <https://www.molinahealthcare.com/providers/il/medicaid/manual/home.aspx> Chapter 17
- Provider Notice: https://www.molinahealthcare.com/~media/Molina/PublicWebsite/PDF/Providers/il/2022%20Provider%20Memos/Provider_Memo_HFS_Complaint_Tracking_Process_Reminder_Final508

HCI and MMAI MCO Assigned Tracking Number Example:

- Molina Provider Tracking ID Example – 08-190903-15375
- If the Claims Dispute Request Form was submitted via the Molina Provider Portal, the MCO Tracking number is automatically generated.
- The Provider can 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 the Claims Dispute Request Form was submitted via RightFax, the MCO Tracking Number may not be available for two – three business days until the case is entered into our Appeals and Grievance Application. At that time the Provider can call the Molina Provider Services and provide the same information as identified above. In addition, refer to the outcome letter that Molina sent in response to the claim dispute. Find the MCO Tracking Number in the header of the outcome letter.

HCI and MMAI MCO Assigned Tracking Number Instructions:

- Provider Notice with Instructions: https://www.molinahealthcare.com/~media/Molina/PublicWebsite/PDF/Providers/il/2022%20Provider%20Memos/Provider_Memo_HFS_Complaint_Tracking_Process_Reminder_Final508
- Providers with questions may contact their provider network managers or email the Provider Network Management Department at: 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