



AUTOMATED HEALTH SYSTEMS



Illinois Health Connect Overview and Updates for Providers

November 2010

Presented by:
Illinois Health Connect

Presentation Outline

- Program Overview
- IHC Referral System – Phase 1
- Accessing MEDI System
- Panel Rosters
- Claims History
- Provider Profiles
- IHC Bonus Payment for High Performance
- IHC Website

Primary Care Case Management (PCCM)

- Primary Care Case Management combines primary care and case management through a medical home with fee-for-service payment.
- PCPs receive a monthly care management fee to manage and coordinate care for their Illinois Health Connect (IHC) patients. They receive management fee for all patients on their panel roster, whether or not services were provided that month.
- Participating PCPs or “medical homes” agree to meet certain quality standards, such as 24/7 access.
- As of November 2010, 2.0 million HFS and All Kids medical card holders are eligible for IHC, including:
 - Children in the current KidCare Program and the expanded All Kids Program
 - Parents in the FamilyCare Program
 - Disabled Adults and the Elderly

Monthly Care Management Fee

- PCPs will be paid a special monthly care management fee based on the monthly panel roster.
 - \$2.00 per child
 - \$3.00 per adult
 - \$4.00 per disabled or elderly enrollee
- The monthly care management fee will be paid even if the enrollee does not get services that month. PCPs will continue to receive their regular fee-for-service reimbursement from HFS.

Excluded Populations

- **Even if you believe a client is in an excluded population, you must check their PCP assignment. If no PCP is listed you can see the client without referral.**
- Excluded Populations include:
 - People who receive Medicare
 - Kids under age 21 who get Supplemental Security Income (SSI)
 - Children in foster care and children who get Subsidized Guardianship or Adoption Assistance from DCFS (Department of Children and Family Services)
 - Kids under age 21 who are blind or who have a disability
 - People who live in nursing facilities

Excluded Populations - Continued

- Alaska Natives
- People with Spend-down
- People in Presumptive Eligibility programs
- Refugees
- Some people who get Home and Community-Based services, like the Community Care Program, the Home Services Program, or Community Services for Persons with Developmental Disabilities
- People enrolled for treatment in the Health Benefits for Persons with Breast or Cervical Cancer Program
- People living in Community Integrated Living Arrangements (CILAs)

Excluded Populations - Continued

- Children under age 21 whose care is managed by the Division of Specialized Care for Children (DSCC) of the University of Illinois at Chicago
- People in the Program for All-Inclusive Care for the Elderly (PACE)
- People with private health insurance (third party liability) *if the TPL is listed in MEDI*
- People enrolled in the following programs with no other medical coverage
 - Illinois Healthy Women
 - All Kids Rebate and FamilyCare Rebate
 - Illinois Cares Rx (formerly SeniorCare/Circuit Breaker)
 - Transitional Assistance, age 19 and older
 - Emergency Medical Only
 - Hospice
 - Sexual Assault, Renal, and Hemophilia programs

PCP Enrollment Overview

- HFS providers can enroll as Illinois Health Connect PCPs by calling the IHC Provider Services Help Desk at 1-877-912-1999 (option 3).
- PCPs determine their own panel size, ranging from 1 to 1,800 patients per full-time equivalent (FTE).
- Panel sizes can be increased by 900 patients per physician assistant, advanced practice nurse or resident.
- PCPs can set panel restrictions such as accepting existing patients only or setting specific age ranges.

Provider Types Eligible to Serve as PCPs if they meet the Requirements

- FQHCs, RHCs, other clinics, including certain specified hospitals and ERCs
- General Practitioners, Internists, Pediatricians, Family Physicians, OB/GYNs, and other Specialists
- Certified local health departments
- School-based/linked clinics
- Other qualified health professionals as determined by HFS

IHC Provider Affiliations

- IHC PCPs may “affiliate” with each other. This means that a “care-sharing” arrangement exists. This is most often established between partners in the same group but affiliations can also be created between practitioners who routinely provide cross-coverage for each other. For example, physicians who routinely alternate call on weekends can affiliate.
- Affiliations must be registered in the IHC system.
- NO referrals are necessary between providers who are affiliated (from the start date of the IHC affiliation).

IHC Provider Affiliations

- Physicians (provider type 10) can verify existing affiliations by reviewing their Location of Service Information on the IHC Provider Portal. Other provider types should contact the IHC Provider Helpdesk at 1-877-912-1999.
- To establish a new affiliation, contact your Provider Service Representative or the IHC Provider Helpdesk at 1-877-912-1999.

PCP Requirements

Illinois Health Connect PCPs must:

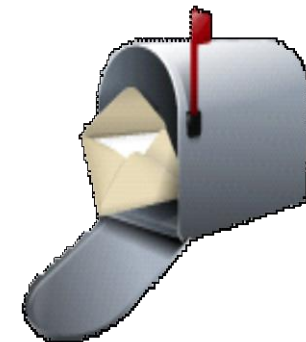
- Be enrolled with HFS as one of the allowed provider types listed on the previous slide.
- Maintain hospital admitting and/or delivery privileges or arrangements for admission.
- Facilitate care coordination with other providers, including specialists

PCP Requirements - Continued

- Provide or arrange for coverage of services, consultation, or referral for medical conditions 24 hours/day, 7 days/week. Automatic referral to an emergency room does not qualify.
- Maintain office hours of at least 24 hours/week (solo) or 32 hours/week (group).

How Clients ENROLL with a PCP

- Clients will receive an enrollment packet in the mail.
- In the packet, clients will get:
 - A letter that shows who in their family needs to pick a PCP
 - An enrollment form
 - An Information Guide that gives them information on the Illinois Health Connect Program
 - Enrollment Tips
 - A postage-paid envelope



How Clients ENROLL with a PCP - Continued

- If clients do not enroll after 2 weeks, they will get a Reminder Notice.
- If clients do not enroll after another 2 weeks, they will get a 2nd enrollment packet.
- In the 2nd packet, clients will get a letter that tells them:
 - Who in the family needs to pick a PCP
 - The PCP they will be assigned to if they do not pick one
 - The date they need to pick a PCP by or be assigned to one

How Clients ENROLL with a PCP - Continued

- Once the client receives the first enrollment packet from Illinois Health Connect, he/she will have approximately **60 days** to select a PCP.
- If the client does not select a PCP within **60 days**, Illinois Health Connect will select a PCP for them.
- Samples of all the client materials can be found on the IHC website, www.illinoishealthconnect.com.

Auto-Assignment Algorithm

- The auto-assignment algorithm will take into account:
 - Previous link to a PCP, enrollment and claims data
 - PCPs of other family members
 - Geo-mapping/location - matches client to the nearest PCP
 - Provider specialty
 - Capacity limits

Panel Restriction Form Process

- If a client wants to enroll with an IHC PCP who has panel restrictions that prohibit the enrollment, the PCP will be faxed a restriction form. If the PCP accepts the client, they need to sign and fax the form back to IHC
- Forms are systematically faxed out
- 30 day allowance for response from provider (after 30 days, form cancelled)
- Activation date is not the day that IHC receives the form back from the provider/representative
 - Maximum of 5 days after received back will patient be on panel
 - The automatic referral that is entered when a client switches PCPs does not apply when a restriction form is required.
- If patient has already made a PCP change for the month, approved forms will not take affect until following month

Client Enrollment Broker-Voluntary Managed Care (VMC) Counties

- If clients live in a County that has voluntary managed care (VMC), they can choose a PCP in Illinois Health Connect or in a Managed Care organization (MCO).
- Health Plans by county:
 - **Family Health Network** (Cook County)
 - **Harmony Health Plan** (Cook, Jackson, Kane, Madison, Perry, Randolph, St. Clair, Washington and Williamson Counties)
 - **Illinois Health Connect** (All Counties)
 - **Meridian Health Plan** (Adams, Brown, Cook, Henry, Mercer, Pike, Rock Island and Scott Counties)

Contact Information

For Clients NOT Residing in VMC Counties Contact ILLINOIS HEALTH CONNECT	For Clients Residing in VMC Counties Contact ILLINOIS CLIENT ENROLLMENT BROKER
Phone 1-877-912-1999 (TTY: 1-866-565-8577)	Phone 1-877-912-8880 (TTY: 1-866-565-8576)
Hours Mon – Fri 8:00 a.m. to 7:00 p.m.	Hours Monday – Friday 8:00 a.m. to 7:00 p.m. Saturday 9:00 a.m. to 4:00 p.m.
Internet www.illinoishealthconnect.com	Internet www.illinoisceb.com
Mail 1375 East Woodfield Road, Suite 600 Schaumburg, Illinois 60173	Mail 1375 East Woodfield Road, Suite 650 Schaumburg, Illinois 60173



Confirmation of Client Enrollment

- Clients get a confirmation letter from Illinois Health Connect that lists the name of the PCP for each member of the family and the date they can start making appointments with their PCP.
- PCPs will not be listed on the client's HFS or All Kids medical card.
- PCPs can access, and print their panel roster on MEDI via the provider portal. A hard copy of panel rosters are available for mailing upon request.
- Providers should always check client eligibility and PCP assignment through the HFS website (MEDI system) prior to providing service. Even if the client is part of the excluded population a provider should always check PCP assignment. Example for TPL: A client has TPL but HFS is unaware that the client has private insurance. The client is assigned a PCP and referrals are necessary.

HFS Medical Card Changes

- The Department of Healthcare and Family Services (HFS) has decided to move to a permanent annual medical card for HFS and All Kids recipients (this will be implemented on or before July 1, 2011)
- Therefore, it will be essential that providers verify a recipient's eligibility on the date of service in one of these ways:
 - 1) HFS MEDI system (you can check the PCP assignment at the same time)
 - 2) Automated Voice Response System (AVRS)
 - 3) Recipient Eligibility Verification (REV) vendor (you can check the PCP assignment at the same time)

Terminating Patient Relationships

- Must follow federal guidelines that relate to PCCM programs such as:
 - Disagreement or refusal to comply with treatment plan
 - Violates “no show” or other office policy
 - Physically or verbally abusive
- Any standards established by the PCP for enrollee reassignment must be practice-wide and apply to all patients regardless of insurance coverage.
- To terminate a patient relationship, the provider must complete the “Provider Initiated Request for Client Reassignment” request form. To obtain a form, please contact your Provider Service Representative or the Provider Helpline at 1-877-912-1999. It is also posted on the IHC website.
- All terminations are subject to approval by the IHC Medical Director.
- PCPs are responsible for care until a decision is made.
- Mail or fax request to:
 - Illinois Health Connect
 - Attn: Dr. Margaret Kirkegaard
 - 1375 East Woodfield Road, Suite 600
 - Schaumburg, IL 60173
 - Fax: 1-847-995-1021

Referral System

- IHC PCP to IHC PCP only during Phase 1.
- Specialists, or non-IHC PCPs, do not require referrals at this time.
- Specialists acting as PCPs are foremost considered PCPs by Illinois Health Connect. Therefore, these providers will need to obtain referrals for any patient not on their IHC panel roster on the date of service for specialty or primary services.
- IHC PCPs will be able to post-date a referral up to 60 days; the referral time span can be up to 1 year.
- Even if you believe a client is in an excluded population, you must check their PCP assignment. If no PCP is listed you can see the client without referral.

Referral System - Continued

- There will be an automatic same-day referral from “old” PCP to the “new” PCP when a client initiates a call to the IHC Helpline to change his/her PCP. This automated referral only applies when a Panel Restriction Form is not required.
 - This process does not back-date PCP assignments or back-date an IHC generated referral.
- Referrals will be web-based via the IHC Provider Portal (MEDI)
- An automated referral will NOT be entered if a PCP change is made via the web.
- Providers’ offices are be able to confirm PCPs via the MEDI system or by calling the Provider Services Help Desk at 1-877-912-1999 (option 3).

Direct Access (Services that Do Not require a referral)

- Services provided to newborns up to 91 days after birth
 - Only applies if not enrolled in an MCO
 - Newborns automatically enrolled under same health plan as the mother, unless separate choice is made
- Family planning and OB/GYN services

Direct Access (Services that Do Not require a referral) - Continued

- Shots/immunizations
- Emergency room services
- Services to treat STIs and tuberculosis
- Emergency & non-emergency transportation
- Hospital services

Direct Access (Services that Do Not require a referral) - Continued

- Dental services (handled by dental contractor)
- Vision Services
- Services provided by Local Health Departments
- Psychiatric Services
- Providers should refer to the *IHC Primary Care Provider Handbook* for a complete list of services that do not require a referral.
- Providers cannot bill clients for services rendered if the claim was submitted to HFS, even if the claim was rejected.

Accessing the Illinois Health Connect Provider Portal and the Disease Management (Your Healthcare Plus) link using the MEDI System

MEDI Registration

**Illinois Health Connect Provider Services
Representatives Can Help You Register!**

**Call the Provider Helpline at 1-877-912-1999,
option 3. Assistance can be provided over
the phone, or a representative can visit your
office.**

Register for MEDI at www.myhfs.illinois.gov



ILLINOIS DEPARTMENT OF
Healthcare and Family Services

myHFS

Login
Getting Started
Check Browser
Register
Contact Us
Logout
myHFS Index

State Links

News
Illinois Facts
Living
Health & Wellness
Working
Visiting
Learning
Business
Public Safety
Technology
Government

myHFS News

Secure Web portal now allows physicians treating Medicaid patients to view past prescriptions, immunizations and procedures

Welcome to myHFS - the secure Web site for the Illinois Department of Healthcare and Family Services, formerly the Illinois Department of Public Aid. This Web site allows authorized users on-line access to departmental information on the following HFS programs:

- Medical Assistance Information for Medicaid Providers
- All Kids and FamilyCare Programs
- Child Support Case Information
- Cost Calculation For Medicaid School-Based Health Services

Select the "Getting Started" topic for more information on how to use this system.

To access the MEDI/IEC training materials, please refer to

Registered Users

[Login here](#) or select the 'Login' option in the navigation menu on the left.

NOTE: Some features of this site will be unavailable between 3 and 3:30 a.m. on a daily basis, due to regular system maintenance. Please keep this in mind when using this site during this time frame, and thank you for your cooperation.

New Users

There are system and user requirements for using the programs on this site. Please check the [Getting Started](#) page to review and understand what will be required of you when you register to use these applications.

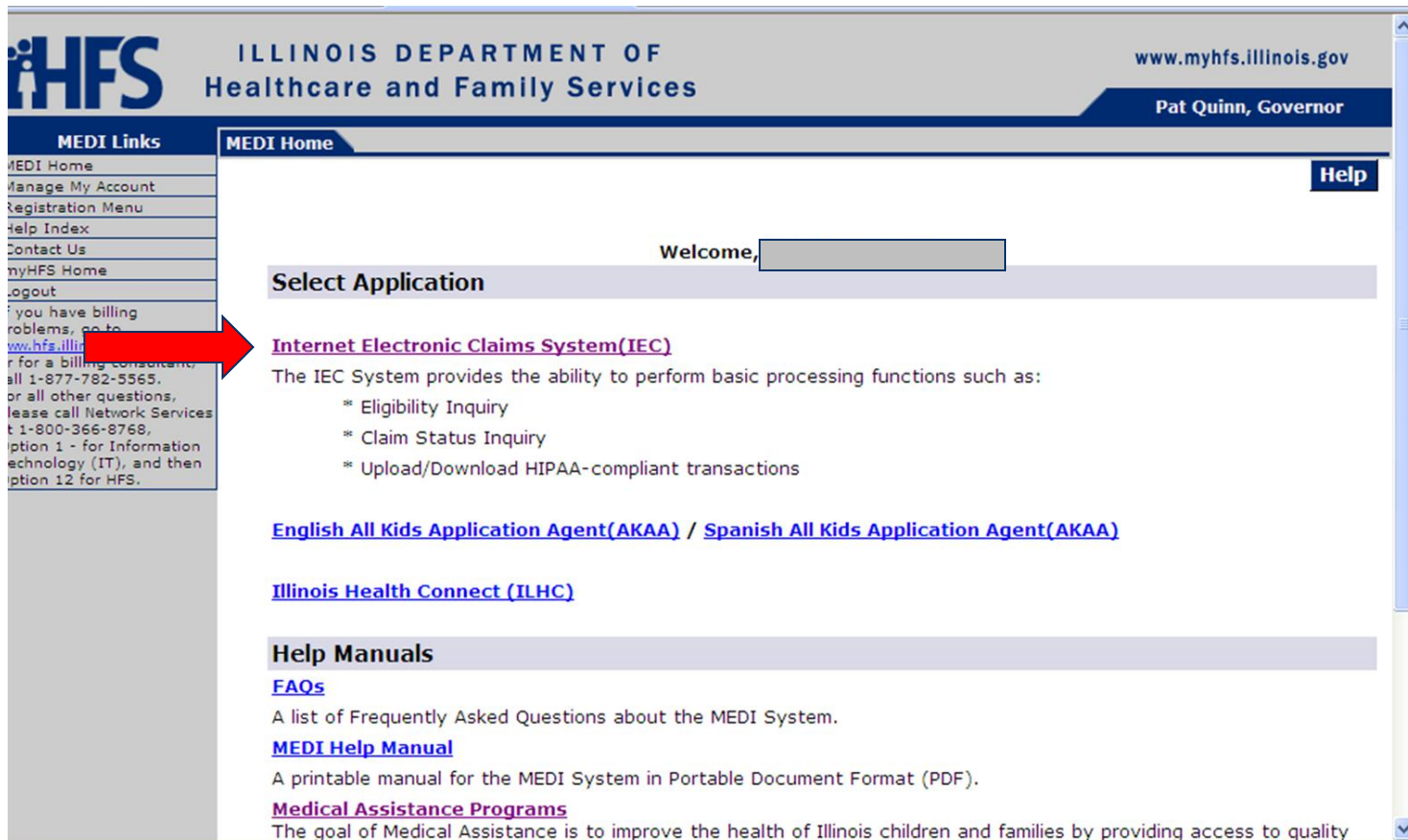
Provider Updates

Providers can register to receive E-mail notification, when new provider information has been posted to the Web site, by completing the form for [Provider Releases and Bulletins E-mail Notification](#)

Internet Electronic Claims System (IEC)

- Eligibility Inquiry
 - For verifying recipient eligibility, IHC PCP, enrollment in a MCO, TPL (third-party liability), and co-pays
- Claims status inquiries
- Upload/download HIPAA-compliant transactions

Checking Recipient Eligibility and IHC PCP



The screenshot shows the myHFS website interface. At the top, the logo for HFS (Illinois Department of Healthcare and Family Services) is displayed alongside the website URL www.myhfs.illinois.gov and the name of the Governor, Pat Quinn. A navigation menu on the left lists various services under 'MEDI Links', including 'MEDI Home', 'Manage My Account', 'Registration Menu', 'Help Index', 'Contact Us', 'myHFS Home', and 'Logout'. A red arrow points to the 'Internet Electronic Claims System(IEC)' link in the 'Select Application' section. Below this link, the text describes the IEC System's capabilities, such as Eligibility Inquiry, Claim Status Inquiry, and Upload/Download HIPAA-compliant transactions. Other links for 'English All Kids Application Agent(AKAA) / Spanish All Kids Application Agent(AKAA)' and 'Illinois Health Connect (ILHC)' are also visible. A 'Help Manuals' section provides links to 'FAQs' and a 'MEDI Help Manual'. At the bottom, there is a link for 'Medical Assistance Programs' with a brief description of its goal.

HFS ILLINOIS DEPARTMENT OF Healthcare and Family Services www.myhfs.illinois.gov Pat Quinn, Governor

MEDI Links **MEDI Home** **Help**

MEDI Home
Manage My Account
Registration Menu
Help Index
Contact Us
myHFS Home
Logout
If you have billing problems, go to www.hfs.illinois.gov for a billing consultant, call 1-877-782-5565, or all other questions, please call Network Services at 1-800-366-8768, extension 1 - for Information Technology (IT), and then extension 12 for HFS.

Welcome,

Select Application

[Internet Electronic Claims System\(IEC\)](#)
The IEC System provides the ability to perform basic processing functions such as:

- * Eligibility Inquiry
- * Claim Status Inquiry
- * Upload/Download HIPAA-compliant transactions

[English All Kids Application Agent\(AKAA\) / Spanish All Kids Application Agent\(AKAA\)](#)

[Illinois Health Connect \(ILHC\)](#)

Help Manuals

[FAQs](#)
A list of Frequently Asked Questions about the MEDI System.

[MEDI Help Manual](#)
A printable manual for the MEDI System in Portable Document Format (PDF).

[Medical Assistance Programs](#)
The goal of Medical Assistance is to improve the health of Illinois children and families by providing access to quality

Checking Recipient Eligibility and IHC PCP - Continued

The screenshot displays the IHFS website interface. At the top left is the IHFS logo. The header includes the text "ILLINOIS DEPARTMENT OF Healthcare and Family Services" and the website URL "www.myhfs.illinois.gov". On the right side of the header, it says "Pat Quinn, Governor".

A left-hand navigation menu titled "IEC Links" contains the following items: IEC Home, Eligibility Inquiry, Claim Submission, Claim Status Inquiry, Remittance Advice, Upload X12 File(s), Download X12 File(s), Help Index, Companion Guides, Contact Us, MEDI Home, myHFS Home, Logout, and a paragraph of contact information for billing problems and network services.

The main content area is titled "Recipient Eligibility Verification". It features three buttons at the top right: "Submit", "Reset", and "Help". Below these buttons, a message reads: "For instructions on how to perform an eligibility inquiry, please press the HELP button. Required Fields*".

The form contains the following fields:

- Provider ID*: A dropdown menu with "SELECT" as the current selection.
- NPI Number*: A dropdown menu.
- Begin Date*: A text input field with a format hint "(mmddyyyy,mm-dd-yyyy,mm/dd/yyyy)".
- End Date*: A text input field with a format hint "(mmddyyyy,mm-dd-yyyy,mm/dd/yyyy)".
- Recipient Number*: A text input field.
- Social Security Number*: A text input field with a format hint "(123121234,123-12-1234)".
- First Name*: A text input field.
- Last Name*: A text input field.
- Birth Date*: A text input field with a format hint "(mmddyyyy,mm-dd-yyyy,mm/dd/yyyy)".
- ZIP*: A text input field.
- County*: A dropdown menu.
- Pending Denied*: A dropdown menu.

At the bottom right of the form area, there are two buttons: "Submit" and "Reset".

Checking Recipient Eligibility and IHC PCP - Continued

IEC LINKS

- IEC Home
- Eligibility Inquiry
- Claim Status
- Claim Status
- Remittance Advice
- Upload X12 File(s)
- Download X12 File(s)
- Help Index
- Companion Guides
- Contact Us
- MEDI Home
- myHFS Home
- Logout

If you have billing problems, go to www.hfs.illinois.gov/system or for a billing consultant, call 1-877-782-5565. For all other questions, please call Network Services at 1-800-366-8768, Option 1 - for Information Technology (IT), and then Option 12 - for HFS.

Recipient Eligibility Results

Print All **Retain Inq** **New Inq** **Help**

For the Date(s) of service entered, the Recipient qualifies for Medical Benefits.

Transaction Audit Number: 201030717044114

Recipient Name: [Redacted]

Recipient Number: [Redacted]

Recipient SSN: [Redacted]

Recipient Birth Date: 12-15-2004

Recipient Sex: M

Provider Number: [Redacted]

Provider Name: AUTOMATED HEALTH SYSTEMS INC

County Code: [Redacted]

Case Name: [Redacted]

Case Address: [Redacted]

City, State ZIP: DIXON, IL 61021

Begin Date: 11-03-2010

End Date: 11-03-2010

NPI Number: [Redacted]

Coverage Detail

Case Type:	Begin Date:	End Date:	Case ID:	System Date:
MEDICAID ONLY.	11-03-2010	11-03-2010	94-079-019327	12-15-2009

Special Information: N/A

PCP Name: [Redacted]

PCP PhoneNumber: [Redacted]

Begin Date: 11-03-2010

End Date: 11-03-2010

Healthy Mom, Healthy Kid Data

Begin Date: 11-03-2010

End Date: 11-03-2010

Delivery Date: [Redacted]

Enrollment Code: [Redacted]

Type: Primary Care Physician

Phone Number: [Redacted]

Provider Name: [Redacted]

[HFS Healthcare Program Coverage Detail](#)

No Medicare Information for this Inquiry

Print All **Retain Inq** **New Inq**

Accessing the Disease Management Program - Your Healthcare Plus™ (YHP)

The screenshot shows the Illinois Department of Healthcare and Family Services (HFS) website. The header includes the HFS logo, the department name, the website URL (www.myhfs.illinois.gov), and the Governor's name (Pat Quinn). A navigation menu on the left lists various services, with a red arrow pointing to the 'Disease Management: Your Healthcare Plus (YHP)' link. The main content area displays a welcome message and a list of application options.

HFS ILLINOIS DEPARTMENT OF Healthcare and Family Services www.myhfs.illinois.gov
Pat Quinn, Governor

MEDI Links **MEDI Home** **Help**

MEDI Home
Manage My Account
Registration Menu
Manage NPI Account
Help Index
Contact Us
myHFS Home
Logout

If you have billing problems, go to www.hfs.illinois.gov/system or for a billing consultant, call 1-877-782-5565. For all other questions, please call Network Services at 1-800-366-8768.

Welcome,

You are now able to register your NPI with HFS. To register your NPI with the department, Click on the Manage NPI Account link on your left-side navigation bar.

Select Application

[English All Kids Application Agent\(AKAA\)](#) / [Spanish All Kids Application Agent\(AKAA\)](#)

[Internet Electronic Claims System\(IEC\)](#)

The IEC System provides the ability to perform basic processing functions such as:

- * Eligibility Inquiry
- * Claim Status Inquiry
- * Upload/Download HIPAA-compliant transactions

[Illinois Health Connect \(ILHC\)](#)

[Disease Management: Your Healthcare Plus\(YHP\)](#)

Disease Management Link

Action Plans

Your Healthcare Plus™ participants are encouraged to complete written Action Plans with their physician. Action Plans aid your patients in following your instructions and achieving your treatment goals. Action Plans are stored on the Program Materials page in PDF format. Please check back regularly to review new and updated materials.

[Action Plans](#)

Evidence Based Guidelines Overview

The **Your Healthcare Plus™** disease management support program is based on nationally recognized clinical guidelines and reviewed by local professional medical societies for use in Illinois. Please click on the link below for a list of these guidelines.

[Evidence Based Guidelines](#)

Clinical Reference Systems

The Clinical Reference Systems Advisor Series (CRS) provides lay information and illustrations for thousands of medical conditions, surgical procedures, and medications. These articles have been written and reviewed by health care professionals. This content can be shared with patients.

[Clinical Reference Systems Advisor Series \(CRS\)](#)

Program Materials Overview

Go to the Program Materials page to access a PDF library of all **Your Healthcare Plus™** patient and provider materials. Check back regularly to review new and updated materials.

CCPR Overview Portlet

Program Participant Portal Overview

A **Your Healthcare Plus™** online site also exists for program participants. Current features designed to help your patients better manage their health include:

[Program Participant Portal Features List](#)

Continuing Medical Education Program

Your Healthcare Plus™ has partnered with the Illinois Academy of Family Physicians to develop and deliver continuing medical education (CME) programs on evidence-based evaluation and management of common chronic conditions.

Go to the [www.YHPlus.com](#) for more information on current CME programs.

[CME Program Introduction](#)

Register now for the provider webinar on Integrating IHC and YHP Quality Assurance Tools into Graduate Medical Education Programs scheduled for Wednesday, April 8, 2009 from 8:30am to 10:00am

Medical Home

In July 2006, the State of Illinois implemented a new program called Illinois Health Connect, which is a statewide Primary Care Case Management (PCCM) Program for most persons covered by an HFS Medical Program. People who are enrolled in Illinois Health Connect will have a "medical home" through a Primary Care Provider (PCP).

[Illinois Health Connect](#)

Links

[Professional Organizations](#)

Accessing IHC Provider Portal Link

The screenshot displays the HFS website interface. At the top left is the HFS logo, and at the top right is the URL www.myhfs.illinois.gov and the name of the Governor, Rod R. Blagojevich. A navigation menu on the left lists various services, with a red arrow pointing to the "MEDI Links" section. The main content area features a "MEDI Home" header, a "Welcome, MA" message, and a "Select Application" section. This section includes links for "English All Kids Application Agent(AKAA) / Spanish All Kids Application Agent(AKAA)", "Internet Electronic Claims System(IEC)", "Illinois Health Connect (ILHC)", and "Disease Management: Your Healthcare Plus(YHP)". A "Help Manuals" section is also visible at the bottom, containing a link to "FAQs".

MEDI Links

- MEDI Home
- Manage My Account
- Registration Menu
- Manage NPI Account
- Help Index
- Contact Us
- myHFS Home
- Logout

If you have billing problems, go to www.hfs.illinois.gov/system or for a billing consultant, call 1-877-782-5565. For all other questions, please call Network Services at 1-800-366-8768.

MEDI Home

Welcome, MA [REDACTED]

You are now able to register your NPI with HFS. To register your NPI with the department, Click on the Manage NPI Account link on your left-side navigation bar.

Select Application

- [English All Kids Application Agent\(AKAA\) / Spanish All Kids Application Agent\(AKAA\)](#)
- [Internet Electronic Claims System\(IEC\)](#)
The IEC System provides the ability to perform basic processing functions such as:
 - * Eligibility Inquiry
 - * Claim Status Inquiry
 - * Upload/Download HIPAA-compliant transactions
- [Illinois Health Connect \(ILHC\)](#)
- [Disease Management: Your Healthcare Plus\(YHP\)](#)

Help Manuals

- [FAQs](#)
A list of Frequently Asked Questions about the MEDI System.

Illinois Health Connect Link Provider Portal

Illinois Health Connect Portal Menu - Windows Internet Explorer

https://www.illinoishealthconnect.com/MEDIConnect/MenuLinks.aspx

File Edit View Favorites Tools Help

Illinois Health Connect Portal Menu

Home | Menu | Contact Us | MEDI Home | Logout

ILLINOIS HEALTH CONNECT
Your Home For Healthcare™

Provider Portal Menu

Provider Information

Provider Name:

NPI Number:

Enrollment Status:

Gender:

Elig. Begin Date:

Address:

Address 2:

City:

Zip:

Client Phone:

Specialty: Admitting Privileges, Family Practice,

Category Of Service: Anesthesia Services, Healthy Kids Services, N/A, Optical Supplies, Physician Services, Physicians Psychiatric Services,

HFS Number:

Provider Type: Physicians

Opt-Out: No

License Number:

Elig. End Date:

State: IL

County: Du Page

Contact Phone:

Select From The Following

- Provider Panel Roster ?
- Group Provider Panel Roster ?
- Location of Service Information ?
- Provider Profile ?
- Claims History ?
- Provider Referral ?
- Bonus Payment ?
- Primary Care Provider Agreement ?
- Primary Care Provider Application ?
- Specialty Resource Database Form ?
- Provider Settings ?
- Logout

1-877-912-1999 • Monday thru Friday - 8 a.m. to 7 p.m. • The call is free

Panel Rosters

- PCP panel rosters (lists the IHC enrollees assigned to them) are available online and can be download in CSV (Excel format).
- Providers can elect to have their panel roster mailed monthly, or even one time.
- Front page includes important information and notice.
- Panel rosters provide valuable client information such as:
 - Disease Management Eligibility
 - Clients who meet definition of persistent asthma
 - Clients who have had 6 or more ED visits in past 12 months without an admission (indicated by “frequent ED user”)
 - Date of last paid claim
 - Scheduled and/or kept appointment for Well Child visits
 - Services “due” status based on HFS periodicity schedule. Providers can access the periodicity schedule for services on the last page of the panel roster
 - Claims data from other providers

Sample Panel Roster

Provider Enrollee Panel Roster
June 2008

Provider HFS Number: [REDACTED]
 Illinois Health Connect Number: 03000047
 (630) 856-8933

Enrollee Information Address/Phone
 1/13/1970 - 38y (Male) Phone: (630) 266-1678
 9603000015442600

Enrollee Information	Address/Phone	Begin Link Date End Link Date	Disease Management Eligibility	Preventive Services	Status	Services Reported to IHC
[REDACTED]	[REDACTED]	9/5/2007		Well Child Visit: Screenings - Developmental: Vision: Lead:	Due	2/20/2006 Claim
[REDACTED]	[REDACTED]				Due	2/20/2006 Claim
[REDACTED]	[REDACTED]				Due	2/22/2005 Claim
[REDACTED]	[REDACTED]	12/14/2007		PAP Test: Mammogram:	Due	8/16/2007 Claim
[REDACTED]	[REDACTED]	5/4/2007		Well Child Visit: Screenings - Developmental: Vision: Lead:	Due	12/11/2007 Claim
[REDACTED]	[REDACTED]				Due	
[REDACTED]	[REDACTED]	APT C402 5/4/2007		PAP Test:	Due	7/6/2006 Claim
[REDACTED]	[REDACTED]				Due	
[REDACTED]	[REDACTED]	60515 5/4/2007	Disease Management Eligible Persistent Asthma	PAP Test: Mammogram:	Due	Due
[REDACTED]	[REDACTED]				Due	
[REDACTED]	[REDACTED]	7/3/2007		Well Child Visit: Screenings - Developmental: Vision: Lead:	Due	9/9/2004 Claim
[REDACTED]	[REDACTED]				Due	

Claims History Report Link

File Edit View Favorites Tools Help

Illinois Health Connect Portal Menu

ILLINOIS HEALTH CONNECT
Your Home For Healthcare

Provider Portal Menu

Provider Information

Provider Name: [Redacted]
NPI Number: [Redacted]
Enrollment Status: [Redacted]
Gender: [Redacted]
Elig. Begin Date: [Redacted]
Address: [Redacted]
Address 2: [Redacted]
City: [Redacted]
Zip: [Redacted]
Client Phone: [Redacted]

HFS Number: [Redacted]
Provider Type: Physicians
Opt-Out: No
License Number: [Redacted]
Elig. End Date: [Redacted]

State: IL
County: Du Page
Contact Phone: [Redacted]

Specialty: Admitting Privileges, Certified in family planning, Delivery Privileged by referral, Delivery Privileges, Family Practice,

Category Of Service: Anesthesia Services, Healthy Kids Services, N/A, Optical Supplies, Physician Services, Physicians Psychiatric Services,

Select From The Following

- Provider Panel Roster ?
- Location of Service Information ?
- Provider Profile ?
- **Claims History ?**
- Provider Referral ?
- Primary Care Provider Agreement ?
- Primary Care Provider Application ?
- Specialty Resource Database Form ?
- Provider Settings ?
- Logout

1-877-912-1999 • Monday thru Friday - 7 a.m. to 6 p.m. • The call is free

Claims History Report Contents

- **Prescription Summary** (2 years of data)
 - Prescription Date
 - Prescription Quantity
 - Prescription Description
- **Immunization Summary** (currently 4 years of data, will expand to 7 years)
 - Immunization Date
 - Immunization Code
 - Immunization Description
- **Claim Summary** (2 years of data)
 - Service Date
 - Claim Date
 - Provider Name
 - Diagnosis Code
 - Procedure Code
 - Claim Type


Illinois Health Connect Claims History

Claims History - Windows Internet Explorer

http://www.illinoishealthconnect.org/providersTraining/ProviderPanelClaimPage.aspx

File Edit View Favorites Tools Help

Claims History



Claims History

Please enter 3 out of 4 identifying information to view the claims history. Due to the amount of data processing, the results may take several minutes to return.

1) Recipient Identification Number (RIN):

2) Social Security Number (SSN):

3) First Name:

Last Name:

4) Date of Birth (MM/DD/YYYY):

Report Screen Shot - Child

PRESCRIPTION SUMMARY

Prescription Date	Prescription Qty	Prescription Description
11/06/2007		
	60.000	NYSTATIN 100,000 UNIT/GM CREAM
10/05/2007		
	75.000	AMOXICILLIN 400 MG/5 ML SUSP

Total Prescriptions: 2

IMMUNIZATION SUMMARY

Immunization Date	Immunization Code	Immunization Description
07/31/2007		
	90723	DTAP-HEP B-IPV IM
	90645	HEMOPHILUS INFLUEZA B VACCINE HBOC CONJUGATE 4 DOSE IM
	90669	PNEUMOCOCCAL CONJUGATE VACCINE, POLYVALENT, IM FOR UNDER 5

Total Immunizations: 3

CLAIM SUMMARY

Service Date	Claim Date	Provider Name	Diagnosis Code Description	Procedure Code Description	Claim Type
02/07/2008					
	02/20/2008				
			38200 AC SUPP OTITIS MEDIA NOS	T1015 CLINIC VISIT/ENCOUNTER ALL INCLUSIVE	
			38200 AC SUPP OTITIS MEDIA NOS	99213 E/M OFFICE/OH VISIT EST PT	

Illinois Health Connect Provider Profiles Link

File Edit View Favorites Tools Help

Illinois Health Connect Portal Menu

ILLINOIS HEALTH CONNECT
Your Home For Healthcare

Provider Portal Menu

Provider Information

Provider Name:	KIRKEGAARD, M. A.	HFS Number:	[REDACTED]
NPI Number:	[REDACTED]	Provider Type:	Physicians
Enrollment Status:	[REDACTED]	Opt-Out:	No
Gender:	[REDACTED]	License Number:	
Elig. Begin Date:	[REDACTED]	Elig. End Date:	
Address:	[REDACTED]	State:	IL
Address 2:	[REDACTED]	County:	Du Page
City:	[REDACTED]	Contact Phone:	(630) 856-8900
Zip:	[REDACTED]		
Client Phone:	[REDACTED]		

Specialty: Admitting Privileges, Certified in family planning, Delivery Privileged by referral, Delivery Privileges, Family Practice,

Category Of Service: Anesthesia Services, Healthy Kids Services, N/A, Optical Supplies, Physician Services, Physicians Psychiatric Services,

Select From The Following

- Provider Panel Roster ?
- Location of Service Information ?
- **Provider Profile ?**
- Claims History ?
- Provider Referral ?
- Primary Care Provider Agreement ?
- Primary Care Provider Application ?
- Specialty Resource Database Form ?
- Provider Settings ?
- Logout

Provider Profiles

- **Provider Profiles are sent semi-annually to all IHC PCPs on a Spring-Fall cycle**
- **Clinical Measures**
 - Immunizations
 - Developmental screening
 - Diabetes management
 - Asthma management

Provider Profile Clinical Measures - Continued

- Well Child care
- Adolescent well care
- Vision screening
- Breast cancer screening
- Cervical cancer screening
- Lead screenings

Provider Profile Example



Illinois Health Connect Provider Profile for dates of service from 10/01/2007 through 09/30/2008

PCP:

Total # of Enrollees Served: 377

Quality of Care Indicators

Indicator	# Eligible Enrollees	# Eligible Events	Current Rate	Prior Rate	State-wide Rate (2007)	Comparison to State	Bonus Payment Benchmarks
1a. Immunization status for 2 year olds - Combination 2	5	2	40 %		52%		NA
1b. Immunization status for 2 year olds - Combination 3	5	2	40 %		46%		63 %
3a. Developmental screening by age 12 months	4	1	25 %	33 %	23%		35 %
3b. Developmental screening between age 12 and 24 months	5	0	0 %	0 %	19%	L	25 %
3c. Developmental screening between age 24 and 36 months	4	0	0 %	0 %	14%	L	20 %
4d. Appropriate asthma medications for patients age 18 to 56 years	2	2	100 %		83%	H	85 %
5. Diabetic HbA1c testing for patients age 18 to 65 years	2	0	0 %	0 %	65%	L	79 %
6a. Zero well baby visits in the first 15 months of life	5	2	40 %	20 %	14%	L	NA
6g. Six well baby visits in the first 15 months of life	5	1	20 %	60 %	48%	L	NA
7. Well child visit in the 3rd, 4th, 5th and 6th years of life	23	10	43 %	12 %	57 %		NA
8a. Vision screening in the 3rd year of life	5	0	0 %	0 %	6 %		NA
8b. Vision screening in the 4th year of life	5	0	0 %	0 %	13 %		NA
9. Cervical cancer screening for women age 21 to 64 years	240	112	47 %	57 %	28 %		NA

NA. Not Available / Not Applicable

H. PCP performance on this indicator is in the top 10 percentile of all IHC PCPs

L. PCP performance on this indicator is in the bottom 10 percentile of all IHC PCPs

IHC Bonus Payment for High Performance Program

- Under this program, qualifying Illinois Health Connect Primary Care Providers (PCPs) are eligible to receive annual bonus payments for each qualifying service under a bonus measurement.
- Began with services provided in calendar year 2008.
- Approximately \$3 million has been issued since the program began.

2009/2010 Bonus Payment for High Performance Benchmarks

Benchmarks	2009	2010
Immunization Combo 3	68.6%	71.8%
Developmental Screening		
•0-12 months	50%	65%
•12-24 months	40%	55%
•24-36 months	35%	50%
Asthma Management		
•5-9 years old	91.8%	92.7%
•10-17 years old	89.5%	89.6%
•18-56 years old	85.8%	85.6%
Diabetes Management	79.6%	80.7%
Breast Cancer Screening	50.1%	50.5%

IHC Bonus Payment for High Performance Program - Continued

- The number of qualifying patients for each measure enrolled on the PCP's IHC panel roster as of December 1 determines the denominator.
- HFS claims data, which establishes whether a service was rendered during the measurement period, determines the numerator.
- Based on measurement year claims (allows a 3 month run out to submit claims until April 1 of the following year).
- PCPs do not have to report any special information to earn the bonus payment.
- Claims will be counted whether or not it was the current PCP or another provider who rendered the service during the measurement period.

IHC Outreach to Clients

IHC will:

- Assist clients with scheduling Healthy Kids appointments.
- Send appointment reminder letters 7 days in advance, for appointments IHC helped set up.
- Send annual Healthy Kids notification letters to parents based on HFS periodicity schedule.
- Make outbound calls to parents of children who are “due” for a Healthy Kids visit based on the HFS periodicity schedule, if claims show the child has not yet visited the doctor.
- Send annual adult checkup letters.

Currently, IHC makes approximately 15,000 calls per week and sends approximately 1,500 adult letters per day

IHC Provider Outreach

- **Provider Service Representatives.** Field representatives visit provider offices to assist with recruitment, program updates and address any questions and concerns.
- **Provider Service Representatives Help Desk.** Help Desk staff are available to answer questions about all aspects of the program as well as refer field representatives to provider offices as needed.
- **Quality Assurance Nurses.** QA Nurses visit provider offices to assist with clinical quality improvement initiatives.
- Updates are also made available on the IHC website, in mailed letters, on the panel roster cover page and via email.

Provider Education

- Monthly webinars (changing to bimonthly in 2011) are found on the IHC website (www.illinoishealthconnect.com) under Provider Education
- Clinical resources are found on the IHC website (www.illinoishealthconnect.com) with links and some CMEs.
- Blast faxes and emails to all IHC PCPs notifying of important news, information, and updates

Services To Providers Available

- Searches for specialists and other common health care providers
- Provide helpful resources for case management and care coordination
- IHC PCP verification
- Assistance with billing or payment questions
- Finding former patients a new medical home

IHC Nurse Helpline

- If clients are unable to reach his/her PCP after hours or on weekends, they can contact the Illinois Health Connect Nurse Helpline from 7:00pm-8:00am during the week or 24 hours a day on the weekends.
- The Nurse Helpline phone number is 1-877-912-1999 (option 6). If you use a TTY, the number is 1-866-565-8577.

IHC Website

- Log on to www.illinoishealthconnect.com to access additional resources and the most up-to-date information, such as:
 - Provider Frequently Asked Questions
 - Upcoming Webinar presentations and registration
 - Quarterly Provider Newsletters issued in conjunction with Your Healthcare Plus
 - Detailed information about our Clinical Quality Tools, including Provider Profile and Bonus Payment Information
 - Client materials and more
 - Important notices
 - Check weekly

Provider Engagement Opportunities

- There are five advisory subcommittees to provide input into the development, implementation and management of Illinois Health Connect (PCCM) and Your Healthcare Plus (Disease Management or DM) programs. Participation in the subcommittees is voluntary and open to any consumer or health care professional who wishes to participate. The subcommittees are:
 - Respiratory Illness
 - Quality Management
 - Behavioral Health
 - Provider Network
 - Long Term Care
- The subcommittees meet periodically primarily via teleconference.
- Go to the IHC website (www.illinoishealthconnect.com) or call the IHC Provider Helpdesk (1-877-912-1999) for more information.

THANK YOU

Questions?

Provider Training Specialist:

Danielle Parrillo

dparrillo@automated-health.com

www.illinoishealthconnect.com

Provider Services Help Desk

1-877-912-1999 (option 3)