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Claims Processing – Nursing Home Facilities

IlliniCare Health discovered a system glitch impacting submitted claims from nursing home facilities that care for our MMP (Medicare-Medicaid Plan) members. The Medicaid claims processing system is inadvertently denying the MMP claims for “*other insurance*.” The root cause has been identified and our claims configuration team are working quickly to correct this system error. For the interim, identified claims will be manually processed to remove the denial. In addition, IlliniCare Health will deploy a dedicated team to identify any previous claims that were denied (incorrectly) for immediate correction.

There is no need for nursing home facilities to resubmit claims that were incorrectly denied.

For further details, and to see if this has effected your nursing facility, please feel free to contact your Provider Relations representative.

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