



## Claims Project Status Report – Top 5

Updated: November 30, 2016

Product	Date Issue Identified	Issue	Issue Resolution Status	Claim Project Status	Estimated Completion Date
IlliniCare (All)	5/26/2016	OB delivery claims billed with a 560 DRG code were pricing incorrectly at the 952 DRG procedure.	Solution Identified	Submitted to Claims Department	9/2/2016
IlliniCare (All)	9/8/2016	Update of Ambulance Fee Schedule effective 12/7/2015.	Solution Identified	Submitted to Claims Department	11/6/2016
IlliniCare (All)	6/8/2016	Claims Denying for missing or invalid Modifiers in error.	Solution Identified	Submitted to Claims Department	8/25/2016
IlliniCare (All)	1/27/2016	Radiology codes denying for technical & professional components.	Solution Identified	Research	9/30/2016
County Care; ICP (ABD); IlliniCare (All); MMAI (Duals); FHP	3/15/2016	Incorrect provider set up impacting timely filing & payments.	Solution Identified	Determination of Claim Project Need	12/31/2016

Key:

Issue Resolution Status	
Research	Issue under investigation to determine root cause
Solution Identified	Issue has been identified but no system updates (to date) have been made
Full Resolution Deployed	Issue has been corrected in the system and all the system updates have been made

Claim Project Status	
Determination of Claim Project Need	In process of scoping Claims Project
Submitted to Claims Department	Project in place and been submitted to Claims department for reprocessing
Research	Project under investigation to determine affected claims and providers
Pending Approval	Project has been submitted and waiting for senior leadership approval

Estimated Completion Date	
The amount of time anticipated to resolve the issue. It does not include the claim reimbursement project days/date.	

**For questions about the Claim Project Status Report, please contact Provider Services at 1-866-329-4701 or your Provider Relations representative.**