



Claims Project Status Report – Top 5

Updated: March 3, 2017

Product	Date Issue Identified	Issue	Issue Resolution Status	Claim Project Status	Estimated Completion Date
ICP (ABD)	1/5/2017	Home health skilled nursing HCPCS (G0299/G0300) Not paying correctly	Solution Identified	Research	4/1/2017
IlliniCare (All); MMAI (Duals)	11/17/2016	2016/2017 Exempt POA indicator update delay	Full Resolution Deployed	Research	4/30/2017
IlliniCare (All)	10/12/2016	ClaimsXtend Replaced Services vs Optum Pricer	Solution Identified	Research	4/30/2017
IlliniCare (All); MMAI (Duals)	11/4/2016	Transportation: Mileage paying when transport denied as nonemergent	Solution Identified	Determination of Claim Project Need	4/22/2017
IlliniCare (All)	6/3/2016	Hospital outpatient claims denying due to most current APL list not being used	Solution Identified	Research	7/21/2016

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.