



999 Oakmont Plaza Drive  
Suite 400  
Westmont, IL 60559

August 15, 2016

### **Waiver Services Denial Error**

During a system update certain waiver services codes were added to a 'non-covered' benefit in error, causing certain waiver services to deny EX-46 (This service is not covered) in error. Please know IlliniCare Health is working to correct this issue and will be reprocessing all claims that were affected by this error.

Providers should no longer see their claims deny for this reason and will not need to call or resubmit as we work to recycle claims for accurate reimbursement. This error occurred on the 08/10/2016 check cycle only. Thank you for your patience as we work to resolve this issue.

If you have any questions about this issue, please contact your Provider Relations representative.

1-866-329-4701  
TDD/TTY 1-866-811-2452

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