



## Claims Project Status Report – Top 5

Updated: March 12, 2018

Product	Date Issue Identified	Issue	Issue Resolution Status	Claim Project Status	Estimated Completion Date
IlliniCare Health (All)	3/2/2018	SLF claims applying global payment in error and not applying correct spend down.	Solution Identified	Configuration in Progress	5/1/2018
ICP (ABD)	2/13/2018	Hospice REV 658 denying EXR7 in error.	Solution Identified	Configuration in Progress	3/30/2018
IlliniCare Health (All)	1/4/2018	Homemaker Service Rate Update.	Full Resolution Deployed	Pending Approval	3/31/2018
IlliniCare Health (All)	12/1/2017	DME supplies included in DME Rental Reimbursement.	Full Resolution Deployed	Configuration in Progress	4/14/2018
IlliniCare Health (All)	2/1/2018	FQHC Delivery not payable in location 21.	Solution Identified	Configuration in Progress	5/1/2018

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
Configuration in Progress	Issue fix has been identified and has been submitted to corporate team for system updates

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.**