

Health Plan	Hospice Contact for Contracting/Billing	Specific Contact for Pediatric Hospice	Hospice Billing Guidance (if available)	Refugee Key Contacts	Provider Appeals URL
Aetna					

Health Plan	Hospice Contact for Contracting/Billing	Specific Contact for Pediatric Hospice	Hospice Billing Guidance (if available)	Refugee Key Contacts	Provider Appeals URL
BCBS	<p>Contracting: Christa Jordan-Mitchem Christa_Mitchem@bcbsil.com</p> <p>Billing: Jimmy Perez Jimmy_Perez@bcbsil.com</p>	Jeff Logan Jeffrey_C_Logan@bcbsil.com	Hospice Authorization and Claim Guidance: https://www.bcbsil.com/provider/education/2018/2018_06_05.html	Charlotte Dennison Charlotte_L_Dennison@bcbsil.com	<p>https://www.bcbsil.com/pdf/network/medicaid/claims_inquiry_dispute_request_form.pdf</p> <ul style="list-style-type: none"> • This link is specific for providers wishing to dispute a claim payment only

Health Plan	Hospice Contact for Contracting/Billing	Specific Contact for Pediatric Hospice	Hospice Billing Guidance (if available)	Refugee Key Contacts	Provider Appeals URL
CountyCare Health Plan	<p>Contracting: CountyCareContracting@cookcountyhhs.org Escalation: Brain.Barrett@cookcountyhhs.org</p> <p>Billing: ProviderServices@countycare.com Escalation: MSeverino@countycare.com</p>	NA	NA	Margaret Wilson Margaret.Wilson@cookcountyhhs.org	http://www.countycare.com/provider-s/provider-billing-resources

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Harmony Health	Manager, Network Management Karen Amazigo	Director, Field Care Management Emily Cassidy	Manager, Provider Relations Stephanie Bell	Supervisor, Field Care Management Jennifer Vivian	Manager, Provider Relations Stephanie Bell

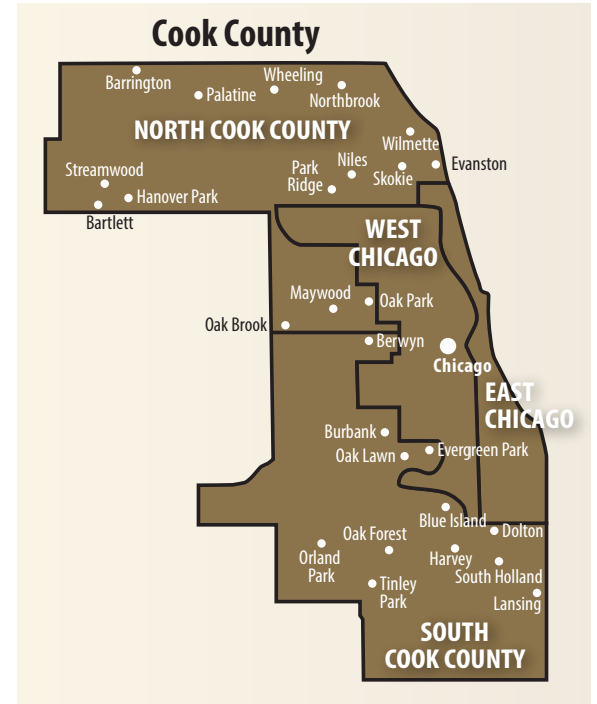
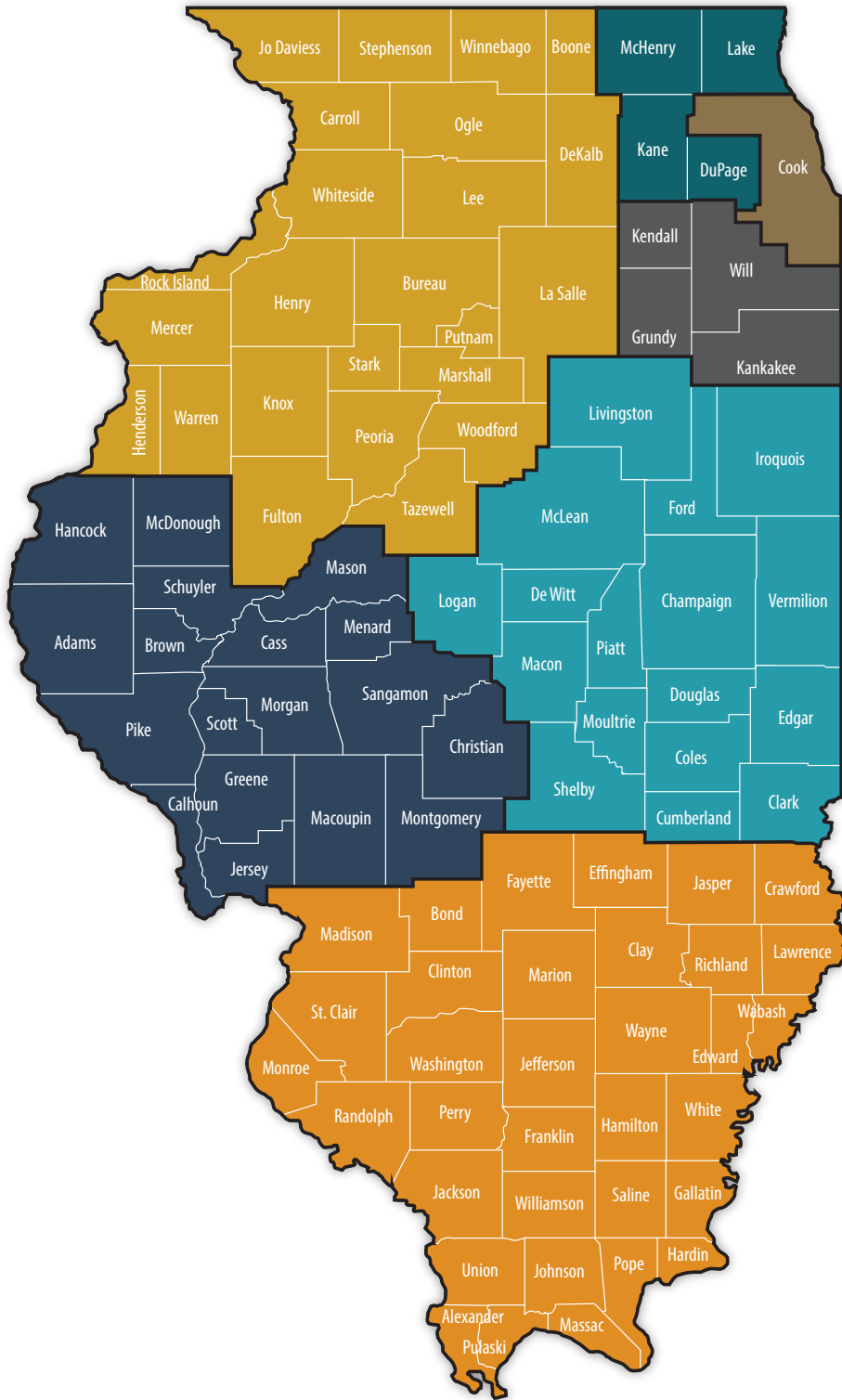
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Humana	Chuck DeGrange cdegrange@humana.com	We do not service this population	N/A	We do not service this population	https://www.humana.com/provider/support/claims/reconsiderations-and-appeals

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IlliniCare	<p data-bbox="369 527 596 557">Santiago Carpio</p> <p data-bbox="369 592 772 657">Santiago.R.Carpio@illinicare.com</p> <p data-bbox="369 727 762 792">ILCONTRACTING@CENTENE.COM</p>		N/A	<p data-bbox="1346 527 1528 625">Provider Engagement Specialist</p> <p data-bbox="1346 662 1608 760">Nicole Kaplan Nicole.R.Kaplan@illinicare.com</p> <p data-bbox="1346 797 1608 894">Eric Frederiksen Eric.Frederiksen@illinicare.com</p> <p data-bbox="1346 932 1598 1029">Tiffani Baylark TBAYLARK@illinicare.com</p> <p data-bbox="1346 1066 1608 1229">Robin McClellan-Dixon Robin.N.McClellanDixon@illinicare.com</p>	<p data-bbox="1633 527 1885 760">https://www.illinicare.com/content/dam/centene/IlliniCare%20Health/provider/pdfs/ich-billing-manual-051418.pdf</p>

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Meridian	<p>Alma Stanton Alma.Stanton@mhplan.com ProviderHelp.IL@mhplan.com</p>	<p>Alma Stanton Alma.Stanton@mhplan.com ProviderHelp.IL@mhplan.com</p>	<p>Alma Stanton Alma.Stanton@mhplan.com ProviderHelp.IL@mhplan.com</p>	<p>Beth.Smith@mhplan.com – Region 2 Malissa.Vance@mhplan.com – Region 3 Crystal.Klier@mhplan.com – Region 4-5 Ron.Lampert@mhplan.com – Region 1 Alma.Stanton@mhplan.com – BH, LTC, HCBS, Ancillary</p>	<p>https://corp.mhplan.com/en/provider/illinois/meridianhealthplan/benefits-resources/tools-resources/provider-manual/ Provider Manual Claims Manual</p>

IL Network Development Representative Coverage Map

LTC/HCBS/Ancillary



NETWORK MANAGER, STATEWIDE

Alma Stanton **312-980-2347**

REGION 1

Stephen Craig **312-607-2434**

REGION 2 EAST

Stephen Craig **312-607-2434**

REGION 2 WEST

Joseph Hathaway **312-705-6861**

REGION 3

Joseph Hathaway **312-705-6861**

REGION 4

North Cook County & East Chicago

Marie Teylan **312-259-9062**

South Cook County & West Chicago

Dajae Robinson **312-459-7811**

REGION 5 NORTH

Marie Teylan **312-259-9062**

REGION 5 SOUTH

Dajae Robinson **312-459-7811**

Chicago Zip Code Coverage

REGION 4 - East Chicago			
Representative: Marie Teylan		Phone Number: 312-259-9062	
Zip Code Coverage			
60601	60610	60621	60653
60602	60611	60626	60654
60604	60613	60628	60657
60605	60614	60633	60659
60605	60615	60637	60660
60606	60616	60645	60661
60607	60619	60649	60827
REGION 4 - West Chicago			
Representative: Dajae Robinson		Phone Number: 312-459-7811	
Zip Code Coverage			
60608	60624	60636	60651
60609	60625	60638	60652
60612	60629	60641	60655
60618	60630	60643	60656
60620	60631	60644	60707
60622	60632	60646	60739
60623	60634	60647	

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Molina	Contracting and Billing Sharon Moloney, Caitlin Taylor, Natalie Kasper	There is no specific contract for Pediatric Hospice. Providers that would contract with us performing this service would fall under our Hospital Service Agreement.	<p>HFS Guidance:</p> <ul style="list-style-type: none"> • https://www.illinois.gov/hfs/SiteCollectionDocuments/92617FFY2018HospiceWageIndexandRatesFinal.pdf • https://www.illinois.gov/hfs/SiteCollectionDocuments/hospicehandbook.pdf • https://www.illinois.gov/hfs/SiteCollectionDocuments/k200a.pdf 	<p>Providers should contact the Molina representative assigned to their area and provider type.</p> <p>For hospitals and hospital systems:</p> <p>http://www.molinahealthcare.com/providers/il/PDF/territory-map.pdf</p> <p>For other providers:</p> <p>http://www.molinahealthcare.com/providers/il/PDF/service-area-ancillary.pdf</p>	<p>Our providers can file a dispute/appeal via the Claims Dispute form found on our website here:</p> <p>http://www.molinahealthcare.com/providers/il/PDF/Medicaid/Claims_Dispute_Request_Form.pdf</p> <p>Providers can also dispute/appeal a claim via the Provider Portal. They simply go to the claim they'd like to dispute, and click on 'appeal'. Step by step instructions can be found in our Provider Portal Quick Reference Guide found here (P11):</p> <p>http://www.molinahealthcare.com/webportal/docs/Providers/UserManual/Quick%20Reference%20Guide.pdf.pdf</p>

					Also including the <u>Provider Rights and Responsibilities.</u>
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Health Plan	Hospice Contact for Contracting/Billing	Specific Contact for Pediatric Hospice	NLH Quick Reference Guide	Refugee Key Contacts	Claim Disputes
<p>NextLevel Health</p>	<p>Claims/Billing: Claims Team claims.administration@nlhpartners.com</p> <p>Care Coordination: Integrated Care Management Team icm@nlhpartners.com</p> <p>Contracts: Provider Services provider.services@nlhpartners.com</p>	<p>icm@nlhpartners.com</p>	<p>https://nextlevelhealthil.com/wp-content/uploads/2018/01/FINAL_Quick-Resource-Guide_R15.pdf</p>	<p>Claims/Billing: Claims Team claims.administration@nlhpartners.com</p> <p>Care Coordination: Integrated Care Management Team icm@nlhpartners.com</p> <p>Contracts: Provider Services provider.services@nlhpartners.com</p>	<p>https://nextlevelhealthil.com/wp-content/uploads/2018/07/NLH-Claims-Dispute-Form_Fillable.pdf</p>