



April 28, 2022

# Provider Memorandum

## **MCO Complaint Tracking Process:**

Under the MCO internal dispute process, MCOs are required to assign providers a tracking number for each complaint submitted. The provider must enter this MCO assigned tracking number in the HFS Provider Resolution Portal when completing a complaint ticket. A complaint can only be submitted to the HFS Provider Resolution Portal after using the MCO internal dispute process.

This memo contains information on how to obtain a MCO tracking number.

## **Aetna Better Health:**

### **MCO Internal Dispute Process Instructions:**

Provider Dispute Form –

<https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/illinois/providers/pdf/IL%20Provider%20Dispute%20and%20Resubmission%20Form.pdf>

Provider Manual –

<https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/illinois/providers/pdf/Aetna%20Better%20Health%20of%20Illinois%20Provider%20Manual.pdf>

### **MCO Assigned Tracking Number Examples:**

Tracking ID before 2-27-2022: #####E#####A#

Tracking ID effective 2-27-2022: TMMDDYY#X##X#

### **MCO Assigned Tracking Number Instructions:**

As of February 27, 2022, there is a new tracking ID that is now live on Aetna’s Provider Portal for electronic claim disputes. The tracking ID will always begin with a T (for tracking) followed by mm/dd/yy format and a combination of letters and numbers. Providers will be issued this tracking number upon submission of their electronic claim disputes and can view it in the Portal via the “Claims Search” section by searching and selecting the claims in question.

Prior to this functionality go live, the tracking ID when mailing in or resubmitting a claim dispute/reconsideration through Aetna’s Provider Portal is the adjusted claims number from the provider remittance (i.e., the 13-digit



claim number #####E#####A# plus characters ending in A1, A2, A3, etc.).

To submit through the portal; follow the directions at this link: <https://medicaid.aetna.com/MWP/login>.

## **Aetna MMAI:**

MCO Internal Dispute Process Instructions:

Non-Par Appeal Form –

<https://www.aetnabetterhealth.com/illinois/assets/pdf/ILMMAINonParAppealForm.pdf>

Par Provider Dispute Form –

<https://www.aetnabetterhealth.com/illinois/assets/pdf/ILParProviderDisputeForm.pdf>

Online Provider Dispute Instructions –

[https://www.aetnabetterhealth.com/illinois/assets/pdf/OnlineProviderDisputeInstructions\\_IL.pdf](https://www.aetnabetterhealth.com/illinois/assets/pdf/OnlineProviderDisputeInstructions_IL.pdf)

MCO Assigned Tracking Number Example:

Non-Par Appeal Format: (AP000000000000)

Par Provider Dispute: Aetna MMAI uses the Claim number for tracking

MCO Assigned Tracking Number Instructions:

No specific instructions are posted for assigned tracking number(s). Provider disputes and appeals are identified by using Provider name and Provider ID, Member name and ID, date of service, and claim number from the remit notice. This is noted in the footer of Provider Appeals Form.

## **BlueCross BlueShield:**

MCO Internal Dispute Process Instructions:

Instructions –

[https://www.bcbsil.com/provider/education/2021/2021\\_07\\_21.html](https://www.bcbsil.com/provider/education/2021/2021_07_21.html)

MCO Assigned Tracking Number Examples:

All BCBSIL claim disputes are assigned a 12-digit unique tracking ID number, which will appear in the following format: 193450004656.



### MCO Assigned Tracking Number Instructions:

For status updates, call Customer Service at 877-860-2837 and ask for a reference number/12-digit unique tracking ID for your dispute. Allow 7-10 business days before requesting the reference number. For complete instructions, please visit this link: [https://www.bcbsil.com/provider/education/2021/2021\\_07\\_21.html](https://www.bcbsil.com/provider/education/2021/2021_07_21.html).

#### Contact:

- Main: Customer Service at **877-860-2837**
- Escalation: Provider network [govproviders@bcbsil.com](mailto:govproviders@bcbsil.com)

### **CountyCare:**

#### MCO Internal Dispute Process Instructions:

Provider Dispute Submission User Guide –

[https://countycare.com/wp-content/uploads/Provider-Dispute-System-User-Guide\\_V2\\_Revised-link2.pdf](https://countycare.com/wp-content/uploads/Provider-Dispute-System-User-Guide_V2_Revised-link2.pdf)

Dispute Portal –

<https://countycareproviderdispute.jira.evoluthealth.com/>

#### MCO Assigned Tracking Number Examples:

Upon submission, a CountyCare tracking number will populate at the top of the dispute ticket. CountyCare tracking numbers lead with 03:

- Format: 03-YYMMDD-xxxxx, Example: 03-191001-00001

#### MCO Assigned Tracking Number Instructions:

The provider can go to the dispute portal and view all disputes on their inventory under “requests” in the top right. This is the best way to locate the MCO tracking number.

#### Contact:

- Becca Barrera [hfsrequest@cookcountyhhs.org](mailto:hfsrequest@cookcountyhhs.org)

### **Humana:**

#### MCO Internal Dispute Process Instructions:

Provider Manual –

<http://apps.humana.com/marketing/documents.asp?file=4174586>



Complaint Tracking Process Provider Notification –

<https://docushare-web.apps.cf.humana.com/Marketing/docushare-app?file=3942328>

MCO Assigned Tracking Number Example:

When submitting a complaint/dispute to:

- Humana:
  - 12-13 character alphanumeric code
  
- Provider Portal (Availity):
  - 32-36 character alphanumeric code, depending upon inclusion of the dashes
  
- Beacon (Humana Behavioral Health):
  - 15 numeric characters in length, separated by a dash after the eighth digit.

MCO Assigned Tracking Number Instructions:

Humana is required to assign the provider an MCO Tracking Number for each complaint submitted through the Humana internal dispute process. Telephonically submitted disputes may not generate a reference number if the dispute is resolved during the call. However, disputes submitted via mail or fax will always generate a reference number.

Please note, allow two – three business days for a tracking number to be generated for a faxed dispute prior to calling Humana in the event you are unable to locate an MCO Tracking Number, to account for required system generation timelines.

If you do not know or are unable to locate the MCO Tracking Number, providers can call Humana Provider Services at **800-457-4708** between 7 a.m. to 7 p.m. Central time, Monday through Friday. Once the case is located, the Humana Provider Services representative will give you the MCO Tracking Number.



## **Meridian/Youthcare:**

### MCO Internal Dispute Process Instructions:

HCI –

Claims with a date of service July 1, 2021 or later

<https://www.ilmeridian.com/providers/resources/forms-resources/claim-dispute-dos-july-1--2021-and-after.html>

Claims with a date of service July 1, 2021 or earlier

<https://corp.mhplan.com/en/dispute-form/>

YouthCare –

[Login | YouthCare HealthChoice Illinois \(ilyouthcare.com\)](#)

MMAI –

[Login](#)

Provider Notice –

<https://www.ilmeridian.com/newsroom/meridianhealth-provider-information-regarding-system-updates-eff.html>

### MCO Assigned Tracking Number Examples:

Prior to 7/1/2021: 07-210427-52852

YouthCare, MMAI and HCI after 7/1/2021: U32712W00046

### MCO Assigned Tracking Number Instructions:

The tracking number can be obtained through the links above. For the process for dates of service, prior to 7/1/2021, the provider will fill out the electronic dispute form. Once complete, they will receive a confirmation PDF with the Tracking Number listed at the top. For YouthCare, MMAI and the HCI process for dates of service after 7/1/2021, the provider will log into the Provider Portal and will complete the claim dispute. Once finished, the provider will receive the tracking number.



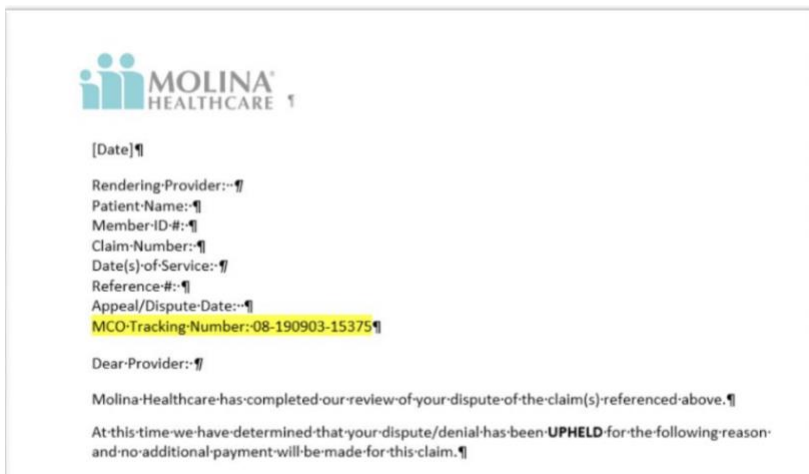
## Molina:

### MCO Internal Dispute Process Instructions:

Complaint Tracking Memo –

[HFS-Complaint-Tracking-Provider-Memo\\_clean-FNL.pdf](#)

### MCO Assigned Tracking Number Examples:



### MCO Assigned Tracking Number Instructions:

Providers can obtain their MCO tracking number on the dispute determination letter, or they can call Molina Providers Services at 855-866-5462.