

Dispute Form Announcement

April 2020

ILLINOIS

Dear Providers,

Meridian Electronic Dispute Form:

As announced in the February monthly provider update, MeridianHealth (Meridian) now offers an electronic provider dispute form that is accessible to all providers by using this URL:
corp.mhplan.com/en/claimsdispute/.

After you complete all the required fields and submit the form, a document containing a confirmation number will download to your computer. You can use this confirmation number as the unique tracking number on the HFS provider complaint portal. Once your dispute is received, a Meridian representative will be in touch to secure additional documentation as needed, or give you the status of your dispute. Please allow 10–15 business days for a response.

HFS Provider Complaint Portal:

On February 28, 2020, Illinois Department of Healthcare and Family Services (HFS) announced the implementation of a new Provider Complaint Portal. This new provider dispute resolution process requires providers to first use the managed care organization (MCO) internal dispute process prior to submitting a complaint to HFS. As mentioned above, the download from the Meridian electronic dispute form will include a confirmation number. Providers will need this confirmation number to file a complaint with HFS to indicate that there is a dispute filed with the MCO.

You may submit disputes to the HFS complaint portal **no sooner than 30 days or no later than 60 days after submitting to the MCO's internal process** using this URL:
www.illinois.gov/hfs/MedicalProviders/cc/Pages/ManagedCareComplaints.aspx.

If HFS determines a complaint was submitted sooner than 30 days or later than 60 days after submitting the dispute to the MCO's internal process, the complaint will be immediately closed.

To ensure you are familiar with the process, Meridian will host provider education webinars for the next couple of months. We will share the schedule with all participating providers and trade associations, and in the monthly provider update.

If you have questions or concerns regarding the process or provider education, please contact your assigned Provider Network Management Representative for assistance.

Sincerely,

MeridianHealth