



Managed Care Provider Resolution Portal

April 2020

ILLINOIS

Dear Providers,

On February 28, 2020, the Illinois Department of Health and Family Services (HFS) launched its new Managed Care Provider Resolution Portal. Provider Managed Care Organization issues submitted through HFS's new provider dispute resolution portal will be processed according to the processes and time frames required by Public Act 101-0209. HFS's new process requires that providers first use Meridian's internal dispute process and allow 30 days for resolution prior to submitting a complaint through the HFS portal.

Providers must use their Meridian tracking number to access HFS's portal. To obtain a Meridian tracking number, providers may complete an online form that can be located at:
corp.mhplan.com/en/claimsdispute.

Meridian will be hosting provider education webinars to help familiarize providers with Meridian's process. The schedule for the webinars will be shared with all Meridian participating providers.

If you have questions or concerns regarding the process or provider education, please contact your assigned Provider Network Management Representative for assistance at **866-606-3700**.

For more information, please also review HFS's provider notices on this topic.

www.illinois.gov/hfs/MedicalProviders/notices/Pages/prn200226a.aspx

www.illinois.gov/hfs/MedicalProviders/notices/Pages/prn200330b.aspx

Sincerely,

Meridian