



October 17, 2024

## Medicaid Provider Revalidation

Have you received your Medicaid Provider Revalidation Notice yet? If not, you will be receiving it soon.

The [Illinois Department of Healthcare and Family Services \(HFS\)](#) began sending revalidation notices on September 3, 2024. Notices are being sent in rolling stages. Please refer to the [Provider Notice](#) issued August 28, 2024.

The Federal Centers for Medicare and Medicaid Services (CMS) requires all providers to revalidate or renew their Medicaid provider information every five years. This requirement was waived during the Public Health Emergency (PHE), but the revalidation process has resumed and will continue over the course of the upcoming weeks. **Please note that all providers must complete revalidation to maintain eligibility to receive payment for services rendered to Illinois Medicaid customers.** If revalidation is not completed before the end of your revalidation cycle, there will be a break in your status as an enrolled provider and you will not be eligible to receive payments.

If a provider has multiple registrations, they will need to complete separate revalidations.

This means that a single health department may need to revalidation multiple times throughout the year.

**HFS will be holding a virtual information session on October 24, 2024, 3:00 PM – 4:00 PM, to walk providers through the process and answer questions – [Register Here](#).**

For additional information and resources, please login to your IMPACT account: [IMPACT Home | HFS \(illinois.gov\)](#). Step by step instructions and a [Frequently Asked Questions](#) document are available at: [Provider Revalidation \(illinois.gov\)](#). Questions regarding revalidation may be emailed to IMPACT staff at [IMPACT.help@illinois.gov](mailto:IMPACT.help@illinois.gov) or call 1-877-782-5565 to speak to a provider enrollment representative.

**Please be sure to watch your email for your revalidation notice.**

### **It's Open Enrollment Season!**

The Medicare open enrollment period for 2025 began October 15 and runs through December 7, 2024. Enrollment changes made during this timeframe will take effect on January 1, 2025.

During open enrollment, Medicare eligible beneficiaries can:

- Review Medicare plans available in their area for 2025
- Switch between Medicare Advantage plans
- Switch from traditional Medicare to a Medicare Advantage plan, or vice versa

- Elect or switch between Medicare Part D prescription drug plans

To assist your Medicare eligible clients with questions about open enrollment, you may use the [Medicare Open Enrollment Fact Sheet](#) or direct your clients to [Medicare.gov](#).

Open enrollment for plans through Illinois' Health Insurance Marketplace, [GetCoveredIllinois](#) begins November 1, 2024, and runs through January 15, 2025. For coverage to become effective on January 1, 2025, enrollment must be completed by December 15, 2024. Coverage for enrollments completed between December 16, 2024, through January 15, 2025, will become effective on February 1, 2025.

To assist your clients with questions about open enrollment for Health Insurance Marketplace plans (also known as ACA plans), you may use the [GetCoveredIllinois Open Enrollment Brochure](#) or direct your clients to the [GetCoveredIllinois Open Enrollment website](#).

Clients that may be eligible for an [Illinois Medicaid](#) plan can use the **Application for Benefits Eligibility** (ABE) at [ABE.Illinois.gov](#). This site allows applicants to determine their eligibility, enroll in a plan, and manage their benefits.

It is in the best interest of every healthcare provider to help their clients stay informed about their healthcare coverage options and enrollment processes. This practice helps to minimize the number of clients that do not have coverage.



## WEBINAR TRAINING

**Wednesday | November 13 | 11:30 AM – 12:30 PM CST**

The IPHA Third-Party Billing Team will present, **Compliance Program Management for Healthcare Organizations**. This webinar training will be provided by [Steve Long](#), Sr. Director Practice Management Services, [Medical Revenue Cycle Specialists \(MRCS\)](#).

This training session will introduce participants to the governing bodies within healthcare, key guidelines, and tools to remain compliant and avoid security challenges.

Learning Objectives:

1. Overview of Fraud, Waste, and Abuse concepts and case studies
2. Introduction to key regulatory agencies and guidelines overseeing healthcare organizations
3. Developing an internal compliance plan

To register for this webinar, please click [here](#).

**During the month of September, the IPHA Third-Party Billing Team presented two webinar trainings:**

- **[Common Billing Errors \(Rejections and Denial\) and How to Correct Them \(Corrected Claims\)](#)** presented by [Angela Haggard](#), Senior Vice President, [Sage Health Strategy](#). In this session, attendees

learned the difference between a claim denial and a claim rejection as well as tips on how to address common billing errors by submitting a new or corrected claim. The training also reviewed the Explanation of Payment (EOP) also known as a Remittance Advice received from Managed Care Organizations and explained the MCO recoupment process.

- **[Building 340B Drug Pricing Program Knowledge for Community-Based Organizations](#)** presented by [Dedra Spears-Johnson](#), MS, co-founder and Executive Director of [Heart to Hand Inc. \(H2H\)](#). This training session provided community-based organizations with a comprehensive introduction to the 340B Drug Pricing Program that allows eligible healthcare organizations to purchase outpatient drugs at significantly reduced prices.

**The recordings and slide decks for both webinars are archived on the [IPHA Third-Party Billing Webpage](#).**

## TRAINING AND EDUCATION RESOURCES



There is still time to register for the **[IAMHP 2024 Annual Conference](#)**. This conference is the best place to meet and network with management personnel from HFS and **all** the Illinois Medicaid Managed Care Organizations (MCOs). Conference attendees can choose educational sessions from four thematic tracks to create the optimal learning agenda for their specific job roles and learning objectives. We encourage every healthcare provider that routinely bills

Illinois Medicaid health plans to participate in this informative conference.

The conference is scheduled for October 21 – 23, 2024, at the Hyatt Lodge in Oakbrook, Illinois. To learn more and to register, please click [here](#).

The [Illinois Association of Medicaid Health Plans](#) (IAMHP) will be presenting the following webinars:

- **[CBO Community Health Worker Hub Design](#)**, Wednesday, October 30, 12:00 – 1:00 PM. This webinar will describe the Chicago CBO Hub design efforts, share key features from CBO hubs around the country, and offer MCO participants the opportunity to share input to inform the Chicago CBO Hub design. Please register [here](#).
- **[Maternal and Women’s Health Billing](#)**, Wednesday, November 20, 12:00 – 1:00 PM. This webinar will cover prenatal and postnatal care billing including periodicity, HEDIS requirements, care coordination overview, family planning coverage, and escalation when necessary. Please register [here](#).
- **[Collaborating with Medicaid Health Plans](#)**, Wednesday, December 4, 12:00 – 12:45 PM. This webinar is designed to provide guidance to Medicaid providers on how to interact with health plan staff and how to escalate when necessary. Learn how health plans handle provider disputes and relationships and how to be successful in collaborating with Medicaid Health Plans. Please register [here](#).

- **How a Claim Becomes an Encounter and Why It Matters**, Wednesday, December 18, 12:00 – 1:00 PM. Do you know the process of how a claim becomes an encounter? The webinar will cover the basic structure and process and why it matters, while pointing out some opportunities for improvement. Please register [here](#).

**Aetna Better Health of Illinois** will be hosting **new provider orientations** on the following dates:

- October 23, [12:00 – 1:00 PM](#)
- November 6, 12:00 – 1:00 PM
- December 4, 12:00 – 1:00 PM
- December 18, 12:00 – 1:00 PM

To register, please click [here](#).

**Meridian Health Plans of Illinois** will be providing [FQHC/RHC Billing Webinar](#) on Wednesday, November 13, 2:00 PM. Please register [here](#). For a full list of [Upcoming Webinars](#) please see the Meridian [Provider Resources](#) page.

**Molina Healthcare of Illinois** will be providing the following webinar trainings:

- **Vaccine Billing**, Tuesday, October 22, 1:00 – 2:00 PM. Please register [here](#).
- **Appeals and Grievances Processes**, Wednesday, October 30, 1:00 – 2:00 PM. Please register [here](#).

**Triage Cancer Fall Conference**, October 25 – 26, this free, online conference will cover a variety of topics including, health insurance, disability insurance, Medicare, how to appeal

denied claims, patient advocacy, and more.  
To register, please click [here](#).

## MOST VALUABLE RESOURCE



### This Month's MVR

This month's Most Valuable Resource is the **[IPHA 83<sup>rd</sup> Annual Meeting & Conference](#)**. Scheduled for November 19 – 20, 2024, in Springfield, this conference will feature numerous learning opportunities covering a wide variety of topics related to public health. It will also be a great place to meet and network with public health professionals from throughout Illinois, including representatives from Illinois Department of Public Health (IDPH).

Billing personnel that attend the conference will have opportunities to visit with representatives from our Gold Sponsors, [Aetna Better Health of Illinois](#), and [Meridian Health Plans of Illinois](#) (including Meridian's [YouthCare](#) plan).

Bronze Sponsors, [CDP, Inc.](#) and [ezEMRx](#) will be providing valuable information related to third-party billing and electronic health records.

[Champ Software](#) will be exhibiting their Community Health EHR Solution.

To learn more about the IPHA Annual Meeting and Conference, please visit the [conference webpage](#). You may register for the conference [here](#).

## **Billing Medicare Part D**

Still not billing Medicare Part D for vaccines? [TransactRx](#) enables healthcare providers, including local health departments, to bill Medicare Part D for covered vaccines with minimal time and effort. Getting started with TransactRx is quick and easy and will enable your health department to start billing most Medicare Part D plans within a few days. Click [here](#) to learn more about the TransactRx Medicare Part D Vaccine Billing program.

## **October is National Cybersecurity Awareness Month**

The Department of Homeland Security's Cybersecurity and Infrastructure Security Agency (CISA) and the National Cybersecurity Alliance are leading efforts to raise awareness of the importance of cybersecurity and highlight security best practices. This year's theme for National Cybersecurity Awareness month is "Secure Our World."

[The HIPAA Journal](#) reports, "The focus this year is to engage everyone in combating cyber threats by changing behaviors and creating healthy cyber habits."

To help 'Secure Our World', there are [four easy steps](#) that everyone can take to stay safe online, protect their personal data, and make it harder for cybercriminals to succeed in their attacks.

## **Recognize and Report Phishing**

- Be constantly alert to potential threats such as unsolicited messages, requests for personal information, or credentials with unknown sources, and report suspicious messages immediately.

### **Use Strong Passwords and a Password Manager**

- Ensure that accounts are protected with strong passwords, including upper- and lower-case letters, numbers, and symbols, and use a password manager to help with the creation and secure storage of passwords.

### **Enable Multifactor Authentication**

- Protect accounts with more than just a password. Enable multifactor authentication on all online accounts, especially financial, email, and social media accounts.

### **Keep Software Updated**

- Ensure software is always running the latest version and install security patches promptly. Make a point of regularly checking for software updates if it is not possible to configure automatic updates.

To learn more, please see the [The HIPAA Journal Newsletter](#). For additional HIPAA compliance resources, please visit [The HIPAA Journal](#) website.

**DID YOU NOTICE?**



The **[Illinois Department of Healthcare and Family Services](#)** (HFS) has recently

published updates to the following fee schedules:

- **[School Based Health Services Fee Schedule Effective 07/01/2024, Updated 09/27/24](#)**
- **[Practitioner Fee Schedule effective 07/01/2024, Updated 09/27/2024](#)**
- **[Update to the COVID-19 Fee Schedule](#)**  
issued September 13, 2024.

To view current and past fee schedules, please visit the HFS [Medicaid Reimbursement](#) page.

**HFS has recently issued several important Provider Notices:**

- **[CCBHC Learning Collaborative Application for Demonstration Year 2](#)**
- **[Updated IMPACT Terms and Conditions](#)**
- **[Electronic Visit Verification \(EVV\) – Policy for Fee-for-Service Home Health Care Services Providers](#)**
- **[Medicaid Provider Revalidation](#)**
- **[Medical Necessity for COVID-19 Testing and Confirmation of Ordering/Referring/Prescribing \(ORP\)](#)**
- **[National Provider Identifier \(NPI\) Requirements](#)**
- **[Coverage of Peer Recovery Support Services per Public Act 102-1037](#)**
- **[Place of Service Code 27 – Outreach Site/Street Effective October 1, 2023](#)**

If you have not already subscribed to receive email notifications from HFS when new Provider Notices are posted, you may subscribe [here](#). To learn more about the many helpful resources available to

healthcare providers, please visit the [HFS Provider website](#).



If you have any questions or suggestions for topics that you would like to see covered in future issues of the IPHA Billing Digest, please email your suggestions and/or requests to [insurancebilling@ipha.com](mailto:insurancebilling@ipha.com).

Thank you!



If you ever have any questions or need any advice, don't hesitate to touch base with me.

Sincerely,

**Phil Talley, IPHA Program Manager**

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**IPHA** | **3rd PARTY BILLING**



[Forward](#)

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As one of the largest affiliates of the American Public Health Association, IPHA is widely recognized as a leader in the field of public health advocacy, health education and promotion.

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