



September
2019

Important Update related to HCBS Waiver Billing

CountyCare has received notification from State of Illinois Healthcare & Family Services (HFS) regarding a proposed rate increase for Adult Day Service providers, In Home Services providers, and EHRS providers. Per HFS guidance, MCOs should begin paying the new rates starting October 1. Claims from July 1 to September 30, 2019 will be subsequently adjusted to incorporate the new rate.

CountyCare requests Providers bill **usual and customary rates** versus billing the Medicaid allowed amount for all claims. This will ensure we are able to reprocess claims on file for the rate increase without requiring Providers needing to re-bill a corrected claim incorporating. CountyCare recognizes you may have already submitted July and August dates of services at the old rate, **you will need to submit a corrected claim** to receive the increased reimbursement from CountyCare. This is due to standard “lessor of” language within the contract, which means that we will pay the HFS rate or billed charges, whichever is less.

As CountyCare works to program these new rate increases, you can track the progress of the rate update and the claims reprocessing on our Provider Billing Resources Page, under Claims Projects:

<http://www.countycare.com/providers/provider-billing-resources>

Prior Authorization

As a reminder, the requirement for prior authorization of HCBS services has been waived per the HCBS Provider Notice below since 2017. The service plan you receive from the care coordinator serves as your authorization. Service plan data is being used by CountyCare to pay claims at this time, not an authorization number.

http://www.countycare.com/Media/Default/pdf/HCBS_Provider_Notice%202017-12-28_final.pdf

Verifying Eligibility

HCBS Providers are responsible for verifying member eligibility monthly or prior to delivering services. Eligibility can be verified using the Provider Portal: <http://www.countycare.com/providers/portal> or by using the HFS MEDI system.

Contact Us

If you have any questions or would like additional information, please contact your Provider Relations Representative or CountyCare Provider Services by calling 312-864-8200, option 6 or by email at ProviderServices@countycare.com.