

Medicaid Redetermination Information for CountyCare Network Providers

(312) 864-8200 | www.countycare.com



Dear Provider

CountyCare is giving you a list of members assigned to your organization who received redetermination (rede) notification from the State this month.

The last date of coverage is listed in the member file.

Be sure the redetermination process is completed by the deadline printed on the member's letter to avoid suspension, and possible cancelation, of coverage.

Please review the materials in this presentation to further understand the rede process, what CountyCare is doing, and suggestions for what you can do to help.

Questions? Call us at (312) 864-8200.

Thank you for your help in this important process.



Redetermination Basics

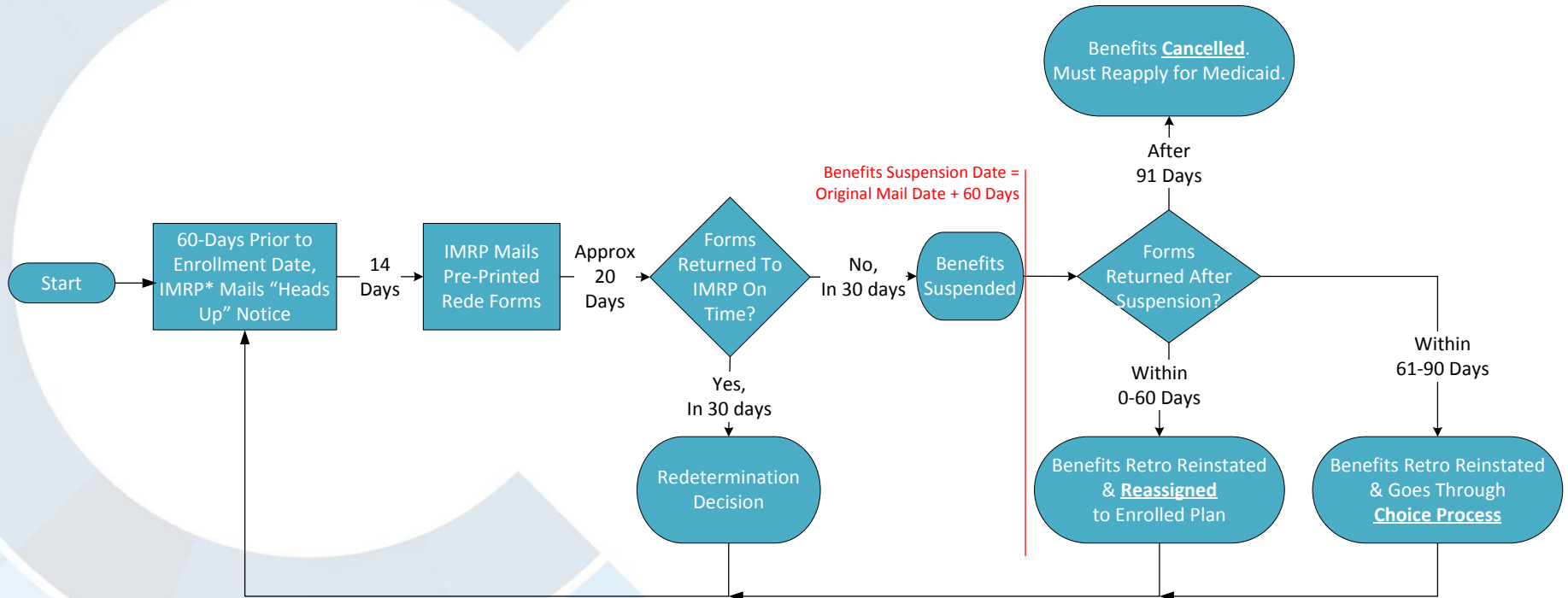
- Redetermination (rede) is a review of eligibility for Medicaid benefits
 - Eligibility for Medicaid and All Kids must be reviewed at least once a year.
 - The state must decide whether a client is still eligible to keep getting benefits.
- Through the Illinois Medicaid Redetermination Project (IMRP), the state decides whether clients continue to qualify for Medicaid or All Kids.
 - IMRP handles redeterminations or reviews for clients who are receiving Medicaid.
 - IMRP does not usually handle redeterminations for Medicaid or All Kids clients who also get SNAP (food stamps) or cash assistance.

Source: Illinois Medicaid Redetermination Project Frequently Asked Questions, <http://www2.illinois.gov/hfs/SiteCollectionDocuments/EEVClientFAQ.pdf>



The Rede Process & Timeline

Illinois Medicaid Redetermination Timeline



*IMRP = IL Medicaid Redetermination Project

Revised: April'15



What Can I Do?

What CountyCare Is Doing

- Obtaining rede list from IL Medicaid
- Performing outreach to members up for rede (phone calls, mailings)
- Identifying assigned PCPs and distributing lists to providers
- Putting link to IMRP web site on provider and patient portals

What Providers Can Do

- Get CountyCare member rede list of your patients to your lead staff member for action
- Perform outreach to patients up for rede (phone calls, mailings, etc.)
- Flag patients in your billing & registration systems
- Put link to HFS web site with rede info in your patient portal

Key Resources

CountyCare Health Plan Call Center

(312) 864-8200
1 (855) 444-1661
(TTY: 711)
8 AM-8 PM, M-F
9 AM-5 PM, Sat

When to call CountyCare:

- You and/or a member are not clear about the rede process and need additional help
- A member wants to update their address/phone with CountyCare and the Medicaid office
- The member needs help finding medical care after your benefits have been cancelled.

IL Medicaid Redetermination Project (IMRP)

1 (855) 458-4945
(TTY: 1 (855) 694-5458)
7 AM-9 PM, M-F
8 AM-1 PM, Sat

When to call IMRP:

- You received a rede form and you have questions or need help completing it.
- Ask for an extension to complete your rede form
- Find out when your rede forms are due
- You did not receive your rede form and would like to request a new copy be sent to you
- Check on receipt of your rede forms and necessary proofs (please wait five days after sending)