



PO Box 92050
Elk Grove Village, IL 60009-2050

March 12, 2018

Patient Credit File Audit in Process for Skilled Nursing Facilities and Hospice Providers

IlliniCare Health has begun a reconciliation process to identify any underpayments and/or overpayments as the result of members' patient credit file (PCF) amounts being updated retroactively.

Providers will receive a letter identifying any claims that will result in any recovery and given 30 days from the date on the letter to dispute our findings and/or submit a refund check if they prefer. *Letters will begin going out the week of March 12th.*

If you have specific questions, please feel free to reach out to Provider Services at 866-329-4701.

1-866-329-4701
TTY: 711

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