

Providers Must Register in IMPACT System

To remain compliant with the requirements outlined in Chapter 100 of the Handbook for Providers of Medical Services, all IlliniCare Health participating providers must register in HFS's IMPACT system and receive a Medicaid number with an effective date prior to providing services to our membership.

IlliniCare Health denies claims for the following reasons:

- Provider billing with an NPI not registered with the Illinois Department of Healthcare and Family Services (HFS)
- Provider billing for dates of services that do not fall within the provider (Billing and Rendering) active registration period
- Provider billing for services that do not align with registered categories of service

The denial code that applies to these scenarios is "KA". If you obtain the requested Medicaid number, IlliniCare Health will reprocess your claim(s) based on the Medicaid number effective date.

If you are a participating provider and have not obtained a Medicaid number and/or have not registered with the state IMPACT system, IlliniCare Health will recover payment per your contract language and terminate your provider agreement.

For questions, please contact Provider Services at 1-866-329-4701 or your Provider Relations representative.