



June 25, 2019

Request for Reconsideration Submission Policy Change

IlliniCare Health is implementing an update to the Request for Reconsideration Policy that will guide when providers should submit claim reconsiderations to IlliniCare Health. This update will bring clarity to our policy, as well as simplify the deadlines for claim reconsiderations.

The below update is effective for all Requests for Reconsideration received on or after July 1, 2019: **Requests for Reconsideration must be received within 90 days of the original determination or Explanation of Payment (EOP) for reconsideration.**

If you have questions about this update to IlliniCare Health's Request for Reconsideration, please contact Provider Services at 1-866-329-4701 or ProviderRelations_IL@centene.com. Visit our Provider section at IlliniCare.com for more information on claim submission, requests for reconsideration, and claim disputes.

As always, we thank you for providing excellent care to our members.

Sincerely,

IlliniCare Health