



September 18, 2019

Long Term Care Payment Delays

IlliniCare Health is currently experiencing system issues affecting Long Term Care providers. These issues are causing claims to pend, resulting in claims adjudication exceeding our normal turnaround times. These issues are currently being investigated to determine the appropriate resolution and release of pended claims.

If you have any questions or concerns regarding this information, please contact Provider Services at 1-866-329-4701 or reach out to your Provider Relations representative.