

## IHA EDUCATION SERIES

# Illinois Medicaid MCO Transformation

## Nov. 1 – Springfield

➤ 8 am – 4 pm

Crowne Plaza Springfield  
3000 S. Dirksen Parkway

## Nov. 13 – Naperville

➤ 7:30 am – 4 pm

Chicago Marriott Naperville  
1801 N. Naper Boulevard

## Nov. 15 – East Peoria

➤ 8 am – 4 pm

Embassy Suites by Hilton East  
Peoria Riverfront Hotel &  
Conference Center  
100 Conference Center Drive

### FACULTY

Staff from IHA, HFS and the  
following Medicaid MCOs:

- Blue Cross Blue Shield of Illinois
- CountyCare Health Plan (Naperville only)
- Harmony Health Plan
- IlliniCare Health Plan
- Meridian Health
- Molina Healthcare of Illinois
- NextLevel Health (Naperville only)

### Program codes:

Nov. 1 - 1-126.17

Nov. 13 – 1-127.17

Nov. 15 – 1-128.17

### PROGRAM DESCRIPTION

On Jan. 1, 2018, the Illinois Department of Healthcare and Family Services (HFS) will launch a redesigned Medicaid managed care program with significant changes for hospitals and health systems. The program will roll out in the 30 counties where managed care is already mandatory and will eventually encompass the entire state.

IHA collaborated with participating health plans on this series of one-day seminars to educate hospital staff about the operational policies and procedures of each Medicaid Managed Care Organization (MCO) in the redesigned program. The seminars are designed to offer a meaningful discussion of key administrative processes and facilitate collaboration between payers and providers, regardless of contracting status.

### WHO SHOULD ATTEND

CFOs, COOs, compliance officers and hospital managers in:

- Managed care
- Revenue cycle management
- Patient financial services
- Access/registration
- Utilization review/case management
- Denials and appeals management

### FEE

**\$250 per registrant:** Includes program material, continental breakfast and lunch

**Team Discount:** 10% off for three or more attendees from the same hospital

**Note:** This program is open only to staff at IHA member hospitals and health systems.

*Please specify a location when registering.*

[CLICK HERE TO REGISTER](#)

## PROGRAM OBJECTIVES

- Outline billing instructions for inpatient and outpatient hospital services, including APL and non-APL services
- Describe supported electronic transactions and online provider resources
- Define provider claim and service authorization dispute resolution processes
- Review utilization management requirements and the peer-to-peer process
- Discuss case management support and post-acute care placement process
- Review provider communications strategy
- Describe issue escalation process
- Identify key MCO contacts

## CANCELLATIONS

Cancellations will be accepted and refunds issued for requests received no later than two weeks prior to the program. A \$50 service charge applies to refunds of registration fees. Within two weeks prior to the program, registrants who cancel will be charged 50% of the registration fee. Registrants who do not cancel and do not attend are liable for the entire program fee. Registrants unable to attend may send an alternate. Please provide notice of cancellation or substitute to Lorri Vanecek at [lvanecek@team-iha.org](mailto:lvanecek@team-iha.org).

## DISCLAIMER

IHA reserves the right to cancel or reschedule a program due to an insufficient number of registrants or other unforeseen circumstances. Registrants will be notified of cancellation prior to the date of the program.

Information and materials conveyed at programs are provided by the speakers and do not constitute the advice or opinion of IHA. Specific legal or other professional assistance should be obtained before relying on information conveyed to general audiences.

## QUESTIONS

Program Content: [Paula Dillon](#) or [Helena Lefkow](#)

Registration: [Lorri Vanecek](#)