

MCO Provider Dispute Process and Tracking ID/Reference Number Links

Click on the links below to learn more about each MCOs provider dispute process and tracking ID/reference number formats

Aetna:

https://www.aetnabetterhealth.com/illinois/assets/pdf/providers/Aetna%20Better%20Health%20of%20IL_%20HFS%20Reference%20Number.pdf

https://www.aetnabetterhealth.com/illinois/assets/pdf/providers/Provider%20communication%20v2_.pdf

Blue Cross Blue Shield:

https://www.bcbsil.com/provider/education/2020/2020_05_20v2.html

CountyCare:

Dispute User Guide: https://countycare.com/wp-content/uploads/CCR_Provider-Dispute-System-User-Guide_V2_12.2020.pdf

Claim Review User Guide: https://countycare.com/wp-content/uploads/Provider-Claim-Review-User-Guide_V3.pdf

Provider Resources/Training Materials: <https://countycare.com/providers/provider-resources/>

Humana:

<https://docushare-web.apps.cf.humana.com/Marketing/docushare-app?file=3942328>

IlliniCare:

<https://www.illinicare.com/content/dam/centene/IlliniCare%20Health/provider/pdfs/HFS%20Provider%20Portal%20Billing%20Notice.pdf>

<https://www.illinicare.com/providers/resources/forms-resources.html>

Meridian:

<https://corp.mhplan.com/ContentDocuments/default.aspx?x=xyVvVNUHf9FYCuJH9Dd8NTMq7QKWqmFpYsX8cjQoTU2M2h3Qf7kJpF++UbjXc/RULM/4fd5beyoyrhjzAPj7dw>

Molina:

<https://www.molinahealthcare.com/providers/il/PDF/Medicaid/provider-manual.pdf> - **Chapter 15**

https://www.molinahealthcare.com/providers/il/PDF/Medicaid/Claims_Dispute_Request_Form.pdf