

Provider Memorandum

HFS Requests Repayment of Hospice Room and Board Claims

Molina Healthcare of Illinois (Molina) is reminding providers that the Illinois Department of Healthcare and Family Services (HFS) announced in a [provider notice](#) that it is requesting hospice providers to recombine the Room and Board (R&B) portion of claims with those that held actual hospice services. The look-back period is from **January 1, 2018, to present**.

Hospice patient claims for nursing home R&B charges were erroneously billed to HFS instead of the HealthChoice Illinois (HCI) Managed Care Organization (MCO) Plan or the Managed Long-Term Services and Supports (MLTSS) program.

HFS recently voided the inappropriate hospice nursing home R&B payments and now requests that providers work with the appropriate MCO regarding payments due.

Moving Forward

HFS requests that MCOs allow a 180-day period from the date of publication of its notice for providers to resubmit claims. Molina has received an inventory of claims from HFS to help expedite payments to providers based on the recoupments.

HFS has tasked the MCOs to determine how their providers should rebill. Molina asks that Hospice providers resubmit claims to the Plan for any funds that were recouped by HFS.

Note: All claims submitted outside the standard 180-day timely filing window will initially deny for timely filing per our standard system configuration. Molina will pull an extract of these denials, review against the data provided by HFS, and adjust all eligible claims for payment. Providers will **not** be required to submit disputes on any timely filing denials and are encouraged to allow additional time for the adjustments to complete.

Molina will continue this process to adjust claims until **February 25, 2023**. Any claims received after this date will **not** be eligible for payment. To expedite the repayment process, Molina strongly encourages providers to begin resubmitting claims immediately.

Hospices are asked to work with their Molina Provider Network Managers regarding any payments due.

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your Provider Network Manager, visit [Molina's Service Area](#) page at MolinaHealthcare.com.

Availity Provider Portal

We continue our transition to the Molina Availity Provider Portal, a tool that streamlines your claims management, authorizations, and eligibility/benefit verification. Are you registered? [Click here](#).

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Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.