

Quick Reference Guide



YouthCare is a specialized healthcare program of the Illinois Department of Healthcare and Family Services for current and former youth in care from birth through age 21. YouthCare provides medical, behavioral health, dental, vision, and pharmacy coverage, and is part of the Meridian family of brands. Meridian provides government-sponsored managed healthcare services to families, children, seniors, and individuals with complex medical needs.

Contact Us

844-289-2264 (TTY: 711), Monday through Friday, 8:30 a.m. to 5 p.m.
ILYouthCare.com

Provider Manual

Access the current YouthCare Provider Manual from our website under [Manuals, Forms and Resources](#)

Rapid Response Team

Contact for urgent operational matters such as access to care, member eligibility, provider contracting needs or pharmacy and payment issues.

844-289-2264 (TTY: 711)
ILYouthCare@centene.com

Provider Portal Resources

Use [Availity Essentials](#)[™] for these functions:

- Validate eligibility and benefits
- Submit prior authorization (PA) requests and check PA status
- Submit claims and check claim status
- Correct and resubmit claims
- View member gaps in care

Use the YouthCare [secure provider portal](#) for these functions:

- Check quality scorecards
- Access the Pay for Performance (P4P) program
- Submit administrative denial and provider claim disputes
- Waiver provider billing



Prior Authorization (PA)

- Quickly determine PA requirements with our online [Prior Auth Tool](#)
- Submit PA requests through [Availity Essentials](#)
- For the services listed below, request PA through a YouthCare vendor

Service Type	Vendor Link
• Dental	Centene Dental Services
• MRA, MRI, PET, CT, and Cardiac Imaging • Physical, Occupational, and Speech Therapy	Evolent
• Non-Emergent, Non-Ambulance Transportation	MTM

Non-Urgent Pre-Service Appeals

Members, their authorized representative, or provider have the right to submit a formal request to review a decision made by Meridian to deny, reduce, or terminate a requested service. Members have 60 days from the Adverse Benefit Determination letter to submit an appeal.

Member appeals submission options

Mail: **YouthCare**

Attn: Grievances and Appeals

PO Box 716

Elk Grove Village, IL 60009

Fax: **833-920-1747**

Email: gareferrals@centene.com

Expedited Pre-Service Appeals

A member or their provider may call Member Services at 844-289-2264 to file an expedited appeal if they think that their situation is clinically urgent and reviewing the appeal in the standard time frame would jeopardize the member’s life or well-being. Consult the provider manual for additional details.



Pharmacy Resources

- [YouthCare Preferred Drug List \(PDL\)](#) and [PDL Updates](#)
- For drugs that require a PA and/or a drug is not on the PDL, submit your request:
 - Online at covermymeds.com
 - By faxing a [Medication Prior Authorization Request Form \(PDF\)](#) to 844-205-3384
- In emergency situations, call 833-750-4409



Transportation

MTM is our vendor for non-emergent, non-ambulance transportation.

Youth under the age of 18 must be accompanied by an adult age 18 or older.

- Call 866-796-1165 at least three days in advance of an appointment date
- For next-day appointments, members or providers can contact 866-606-3700 (TTY: 711)



Billing & Claims

- Find information in the Illinois Association of Medicaid Health Plan's (IAMHP) [Comprehensive Billing Manual](http://iamhp.org/providers) at iamhp.org/providers
- Refer to our [Provider Claim Alerts](#) page for claim processing updates
- The claims timely filing limit is **180 days** from the date of service

Meridian Clearinghouse: [Avality](#)

Payer ID: 68069*

Avality Client Services: 800-282-4548

**Providers utilizing [Change Healthcare](#) as their clearinghouse must submit with Payer ID MCCIL.*



PaySpan

[PaySpan](#) is a free solution that simplifies administrative tasks for electronic payments and automatic reconciliation. Create a new account at payspanhealth.com or call 877-331-7154, option 1 for help.

Paper Claims Submission

YouthCare

Attn: Claims

PO Box 4020

Farmington, MO 63640-4402

If you are re-submitting a paper claim for a status or a correction, indicate "Status" or "Claims Correction" on the claim.



Provider Claim Disputes

A claim dispute is related to a claim payment denial, including a claim denied for authorization when the provider failed to obtain a PA, claim processing, and/or payment discrepancies. Disputes must be filed within 90 days of the remittance date. There are two ways to submit a claim dispute:

1. [Secure provider portal](#) (preferred)
2. Mail to: YouthCare
ATTN: Provider Claim Disputes
PO Box 4020
Farmington, MO 63640-4402

Post-Service Authorization Appeals

Provider appeals are related to authorizations that were denied in whole or in part for medical necessity. Provider appeals are submitted post-service. An authorization denial will result in a denied claim. (Do not use this option if you fail to obtain a PA; follow the above process for provider claim disputes.)

Requests for a contracted provider claim review related to authorization denials must be received by Meridian **within 90 days from the date of the EOP**. A copy of the EOP and supporting justification or documentation (such as medical records) must be submitted with the review request.

Mail written appeals to:

YouthCare

ATTN: Prior Auth Appeals

PO Box 733

Elk Grove Village, IL 60009-0733



Online Resources at [ILYouthCare.com](https://www.ilyouthcare.com)

<p>For Providers website ilyouthcare.com/providers</p>	Find resources and quick links to manuals, reference guides, forms, etc.
<p>Secure Provider Portals</p> <ul style="list-style-type: none"> • Availity Essentials login • Secure Provider Portal login 	Complete essential clinical and operational functions.
<p>Prior-Auth Check Tool ilyouthcare.com/providers/preauth-check/medicaid-pre-auth</p>	Quickly determine service requirements.
<p>Provider Updates ilmeridian.com/providers/provider-updates</p>	Submit facility, practice, and practitioner changes online.
<p>Monthly Provider Check-In Newsletter ilmeridian.com/provider-news</p>	Sign up for provider updates and news.
<p>Pay for Performance (P4P) Program https://www.ilyouthcare.com/providers/quality-improvement/the-pay-for-performance-program.html</p>	Earn incentives for delivering quality preventive care.
<p>HEDIS® Quick Reference Guide ilyouthcare.com/providers/quality-improvement/hedis.html</p>	Enhance your quality performance and download our pocket guides.
<p>Education for Providers and Caregivers ilyouthcare.com/providers/behavioral-health/education---training</p>	Access live, instructor-led training courses on a variety of topics at no cost.