

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

[YouthCare Provider Manual](#)

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	
<p>Use <u>Availity Essentials™</u> for these functions:</p> <ul style="list-style-type: none"> - 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 	<p>Use the <u>YouthCare secure provider portal</u> for these functions:</p> <ul style="list-style-type: none"> - View and download a patient panel - Check quality scorecards - Access the Pay for Performance (P4P) program - Refer members to care management - Complete a Notification of Pregnancy form on behalf of a member



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	Envolve Dental
• MRA, MRI, PET, CT, and Cardiac Imaging • Pain Management • Physical, Occupational, and Speech Therapy • Musculoskeletal Services	Evolent
• Oncology/Supportive Drugs for members ages 18 and older	Evolent Specialty Services
• Post-acute Facility (SNF, IRF, and LTAC)	Care Centrix Fax: 877-250-5290



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
 - Fax a Medication PA Request Form to 844-205-3384 available [on this page](#)
- 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](#) 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

Payer ID: 68069*

Availity: 800-282-4548

**Providers utilizing Change Healthcare as their clearinghouse must submit with Payer ID MCCIL.*



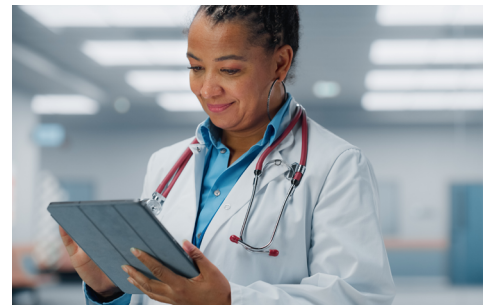
PaySpan

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.

Submit Paper Claims to:

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

Medical Necessity Appeals: A medical necessity appeal is the first and only level of plan appeal for the member and provider related to medical necessity determinations (authorization denial).

Providers have **90 days** to file a post-service appeal in writing from the date of the Adverse Benefit Determination letter. (Do not use this option if you fail to obtain a PA; follow the above process for provider claim disputes.)

Mail written appeals to:

YouthCare
ATTN: Prior Auth Appeals
PO Box 733
Elk Grove Village, IL 60009-0733

Member Appeals: An appeal is a request for review of a decision made by YouthCare to deny, reduce, or terminate a requested service. Members have 60 days from the Adverse Benefit Determination letter to submit an appeal. An authorized representative such as a provider, family member, friend, or attorney may file an appeal on a member's behalf with the member's written permission.

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



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

For Providers website ilyouthcare.com/providers	Find resources and quick links to manuals, reference guides, forms, etc.
Secure Provider Portals <ul style="list-style-type: none"> • Availity Essentials login • Secure Provider Portal login 	Complete essential clinical and operational functions.
Prior-Auth Check Tool ilyouthcare.com/providers/preauth-check/medicaid-pre-auth	Quickly determine service requirements.
Provider Updates ilmeridian.com/providers/provider-updates	Submit facility, practice, and practitioner changes online.
<i>Monthly Provider Check-In Newsletter</i> ilmeridian.com/provider-news	Sign up for provider updates and news.
Pay for Performance (P4P) Program ilyouthcare.com/providers/quality-improvement/the-2025-pay-for-performance-program	Earn incentives for delivering quality preventive care.
HEDIS® Quick Reference Guide ilmeridian.com/providers/resources/quality-improvement	Enhance your quality performance and download our pocket guides.
Education for Providers and Caregivers ilyouthcare.com/providers/behavioral-health/education---training	Access live, instructor-led training courses on a variety of topics at no cost.