



MCO Plan Information

MCO Plan Name	Plan Code	Area	MCO Email	Phone Number	Provider Contact #
IlliniCare Health Plan (termed 12/01/2020)	24	Statewide	HCBS@centene.com	1-866-329-4701	1-866-329-4701
Molina Healthcare	25	Statewide	LTSETI@Molinahealthcare.com	1-855-687-7861	1-855-687-7861
Meridian Health Plan of Illinois	19	Statewide	ltss@mhplan.com	1-866-606-3700	1-866-606-3700 umcommunity@mhplan.com
Blue Cross/Blue Shield of Illinois	28	Statewide	ILMMAIICPCareCoordinationManagementTeam@bcbsil.com	1-877-860-2837 CCU use only: 855-334-4780	1-855-334-4780 Provider billing issues: govproviders@bcbsil.com
Next Level (termed 7/1/20)	59	Cook County	nlhphcbs@nlhpartners.com	1-833-275-6547	1-833-275-6547
County Care	56	Cook County	countycarewaivers@cookcountyhhs.org	1-312-864-0674	1-312-864-8200
Aetna Better Health	23	Statewide	ABHILHCBS@aetna.com	1-866-329-4701	1-866-329-4701
Humana Health Plan	10	MMAI areas only	HumLTSSTransitions@humana.com	1-800-764-7591	1-800-787-3311
Harmony Health Plan (Termed 01/01/19)	15	Statewide	Wellcare LTSS_IL@wellcare.com	1-800-608-8158	1-800-608-8158

MCO Complaint Reporting -- Illinois Department of Healthcare and Family Services (HFS) has created a portal for providers to report any unresolved issues with Illinois Medicaid MCOs. Prior to submitting a complaint, issues must have been submitted to and reviewed by the MCO in question. If HFS determines a complaint was submitted prior to the