

Provider Memorandum

RE: NextLevel Health Disputes and Complaints Submission Process Before Submission of an HFS Complaint

NextLevel Health has established a resolution process that aligns with the Illinois Department of Healthcare and Family Services (HFS) complaint tracking process. This process allows providers to bring issues of concern for timely resolution.

Submit Claims Dispute via Phone:

- As a preferred method, providers are encouraged to contact the Provider Services Customer Service with any questions at 833-275-6547 from Monday to Friday between 8:30 a.m. to 5:00 p.m. NextLevel Health's Representative will provide a Tracking Number in the following format:
"I-XXXXXXX".

OR

- Alternatively, providers can contact our Provider Relations Team via email at provider.services@nlhpartners.com. In the subject line, please indicate if State Complaint. The Provider Relations Team will process provider requests and will provide the Managed Care Organization (MCO) Provider Complaint Portal tracking number in the following format:
"09-YYMMDD-XXXXX". NextLevel Health will acknowledge all inquiries within **five (5) business days**.

Note: Providers must select one submission method

- Providers are encouraged to review our provider manual for a list of common questions.
https://nextlevelhealthil.com/wp-content/uploads/2019/10/NLH_2019-Provider-Manual.pdf
- NextLevel Health will review and respond within 30 business days once all the necessary complaint information has been received. NextLevel Health will respond with either a confirmed and completed resolution or a substantive response detailing actions and timeframe to resolve the complaint.

Submit Claims Disputes in Writing:

- NextLevel Health prefers that providers submit Claims Disputes on our [Secure Provider Portal](#). Disputes submitted via the secure portal will immediately receive a Reconsideration Tracking Number in the following format:

A###AAA####

Example: #T113IEW00002

- Providers may also submit claim disputes in writing to:

**NextLevel Health
P.O. Box 5050
Farmington, MO 63640**

- Each provider Claims Dispute will receive an acknowledgement letter with the Scanner # as the tracking number in the following format:

A###AAA####

Example: #T113IEW00002

- All requests for disputes must be received **within 60 calendar days** from the date of the Explanation of Payment (EOP) or Remittance Notice.
- NextLevel Health will review and respond within 30 business days once all the necessary dispute information has been received. NextLevel Health will respond with either a confirmed and completed resolution or a substantive response detailing actions and timeframe to resolve the dispute.

Submission of HFS Complaints After NextLevel Health Submission

If a provider has a claims dispute that NextLevel Health has not been able to resolve to their satisfaction, providers may utilize the steps below to correctly submit complaints into the HFS Provider Resolution Portal. HFS maintains an electronic Complaint Portal via which a disputed claim(s) between a provider and NextLevel Health is monitored until resolved.

- Disputed claims may be submitted to the HFS Provider Resolution Portal **only after** first filing with NextLevel Health's internal dispute resolution process, as described in the above subsection.
- Multiple claims disputes involving the same nonpayment issue may be submitted in one complaint, regardless of whether the claims are for different members.
- Disputes submitted to NextLevel Health cannot be submitted to the HFS Provider Resolution Portal sooner than **30 days or later than 60 days** after submitting to the NextLevel Health internal dispute resolution process. If HFS determines a complaint was submitted sooner than 30 days or later than 60 days after submitting the dispute to NextLevel Health, the complaint will be immediately closed.
- Under this process, any provider filing a complaint will require a NextLevel Health tracking number for every complaint submitted.
- To submit an HFS Complaint, providers must locate their Tracking Number (**i.e., Scanner # or Reconsideration Number**) and log onto the HFS Provider Resolution Portal: www.illinois.gov/hfs/MedicalProviders/cc/Pages/ManagedCareComplaints.aspx. **Providers must have this number to file a complaint.**
- The HFS Provider Resolution Portal will share the complaint with NextLevel Health within 10 business days of receipt. NextLevel Health will have 30 calendar days from the complaint receipt date to issue its written proposal to resolve the dispute, unless granted an extension by HFS.

Please contact your Provider Service Representative if you have any questions. You may also contact the Provider Services Department at 833-275-6547 or via email at provider.services@nlhpartners.com.