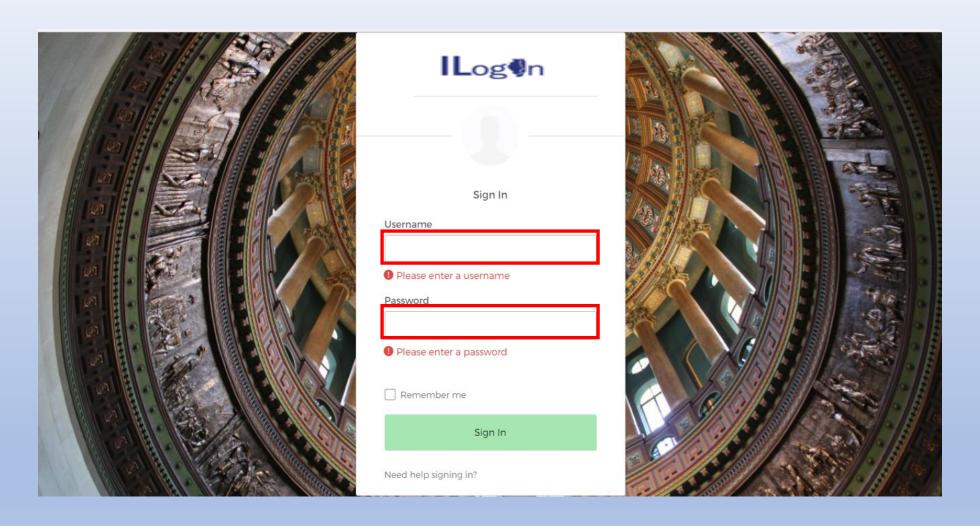
#### **ILLINOIS PROVIDER ENROLLMENT**



Groups

#### **OKTA LOGIN**

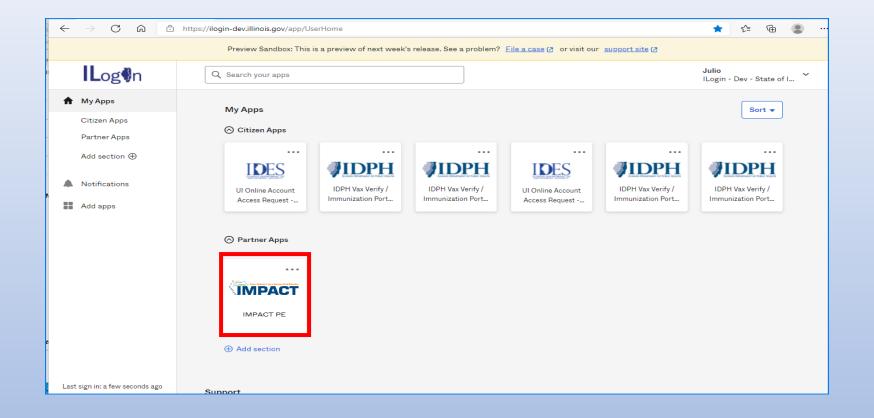




Input Username and Password created during the creation of the account.

#### IMPACT CHICKLET

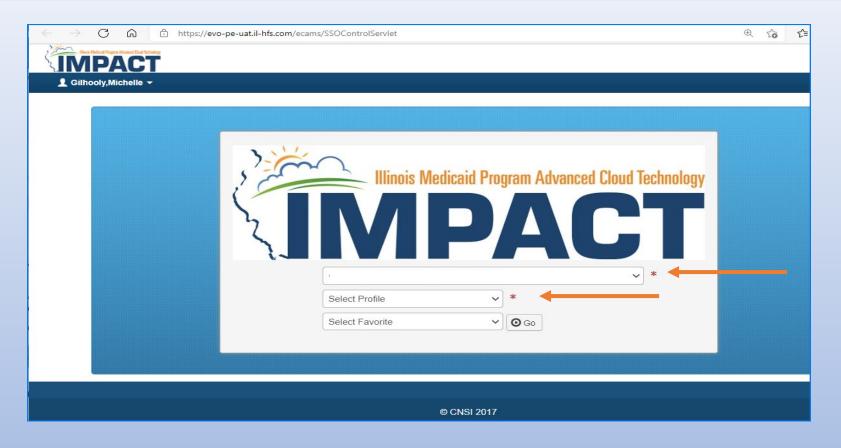




Click on the IMPACT PE Chicklet to access IMPACT

#### **IMPACT DASHBOARD**



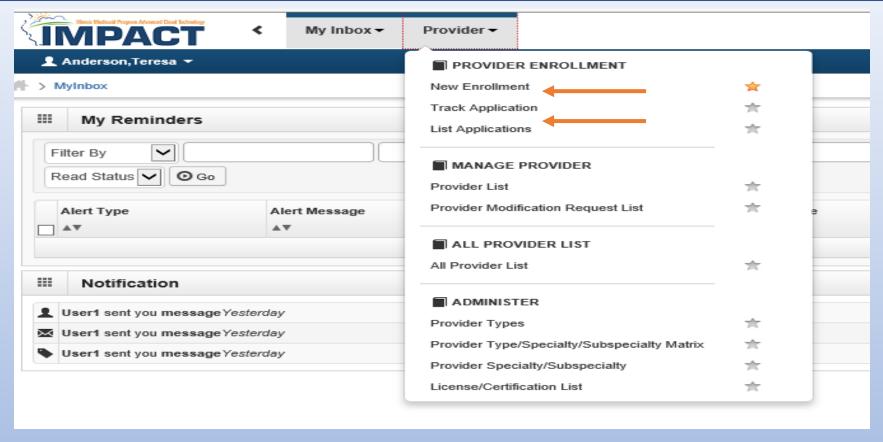


• Select the Domain and Profile from the drop-down menus

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#### **Application Process**

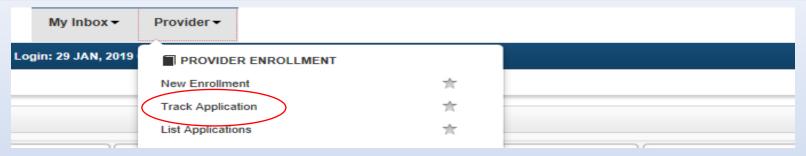




- Regarding completing an application, there are two options: New Enrollment or Resuming an application.
- If starting a new application, go to slide 7 for step-by-step instructions.
- If resuming an application previously started go to slide 6 for step-by-step instructions.

### Resuming an Application





• To resume an application, click on *Track Application*.



- Enter the Application ID for the application you want to access.
- After entering the ID number, click Submit.
- This process will then go directly to the Business Process Wizard (BPW).

# Starting a New Application





• If completing a new application, click on **New Enrollment**.

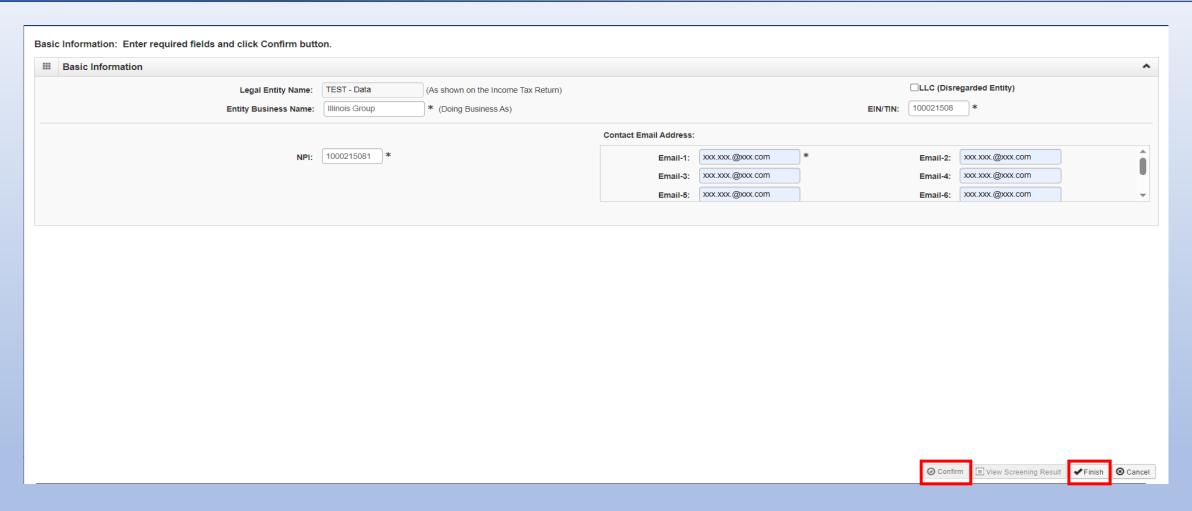


| III Enrollment Type  |  |  |  |  |  |
|--|--|--|--|--|--|
| Select the Applicable Enrollment Type  |  |  |  |  |  |
| ○ Regular Individual/Sole Proprietor or Rendering/Servicing Provider   Output  Description:                            |  |  |  |  |  |
| Group Practice (Corporation, Partnership, LLC, etc.)   |  |  |  |  |  |
| ○ Billing Agent ②  |  |  |  |  |  |
| ○ Facility/Agency/Organization (FAO-Hospital, Nursing Facility, Various Entities)                                      |  |  |  |  |  |
| ○ Contractor/MCO ②   |  |  |  |  |  |
| Atypical (non-medical) provider (Choose this option if you do not have a NPI)  |  |  |  |  |  |
| ○ Individual (Driver, Home Help/Personal Care, Carpenter, etc.)  |  |  |  |  |  |
| ○ Agency (Child Care Institution, Home Help/Personal Care Agency, Transportation Company, Local Education Agency etc.) |  |  |  |  |  |
|  |  |  |  |  |  |
| <b>⊙</b> Submit  |  |  |  |  |  |

• Use the radio buttons to select your enrollment type, then click on *Submit* in the lower left corner.

# Step 1: Basic Provider Information



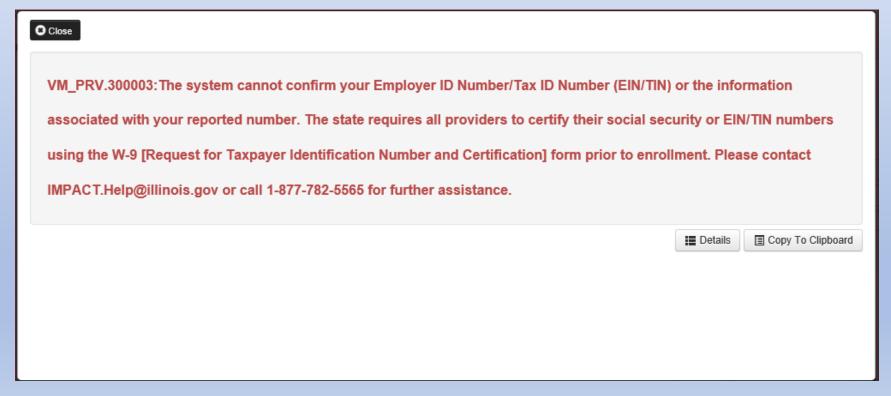


- After all the information has been entered click Confirm.
- Click Finish in the bottom right corner to complete this step

### **Step 1: Basic Provider Information**

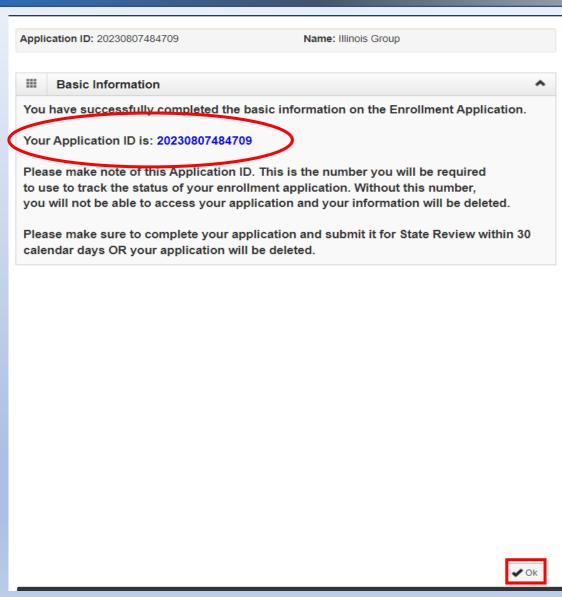


- If the following error message is received after entering the required basic information, your EIN/TIN or SSN has not been certified by the Illinois Comptroller.
- Upon receipt of this error message submit your completed W9 to <u>IMPACT.HELP@illinois.gov</u>



#### Step 1: Basic Provider Information



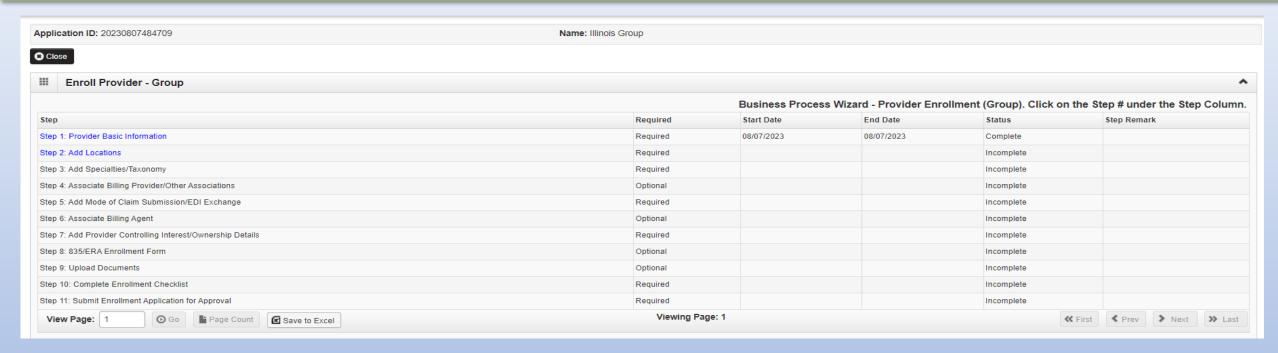


- Application ID: systematically generated.
- Name: should reflect name from the Basic Information screen.
- The system will generate an application ID after the successful completion of the Basic Information screen; the application ID is a 14-digit number that has the following components:
  - —The system date in yyyymmdd format
  - —A 6-digit system generated random number
  - -Example: 20230807484709
- Application IDs are valid for 30 calendar days; applications must be completed and submitted to the state for review during this 30-day period or the application will be DELETED.
- The application ID will be used to access the application before submission to the state for review and will be used to track the status of your submitted application until the application has been approved.
- After documenting the application ID, click OK.

#### Using the Business Process Wizard (BPW)



#### The BPW serves as the "Control Center" of the application.



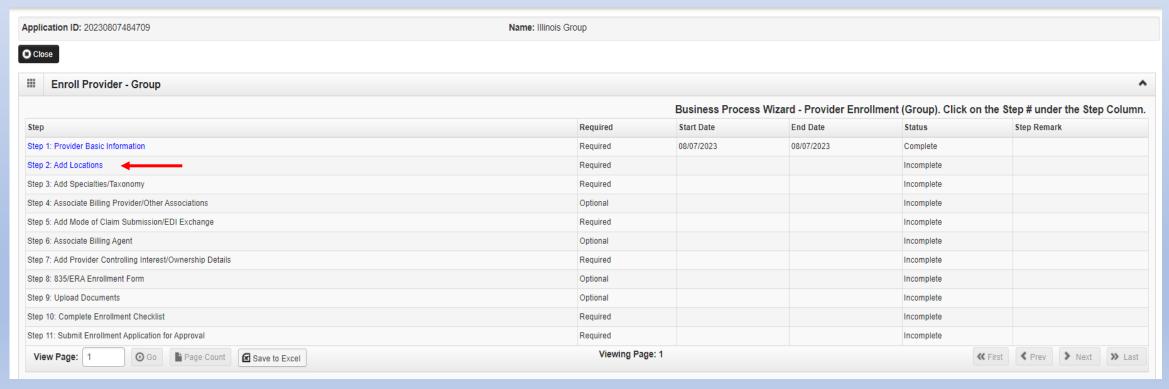
- Required: Steps listed as Optional may change to Required based upon previous steps.
- Dates: Entered by the system; Start Date is the date each step is opened; the End Date is the date each step is completed.
- **Status**: When a step is completed the **Status** will be updated to **Complete**; answering some checklist questions may change a prior step's status back to **Incomplete**.

Remarks: Remarks are systematically generated throughout the enrollment process.

### Completing the Application Using BPW



- Once you have documented your Application ID, you have completed
  Step 1: Provider Basic Information. The system will place the current date
  in the End Date field and will place Complete in the corresponding Status
  field.
- **Steps 1**, **2** and **3** must be completed in sequential order before attempting any of the later steps.
- Click on Step 2: Add Locations to continue completing your application.







• Click Add to input the Primary Practice Location address.



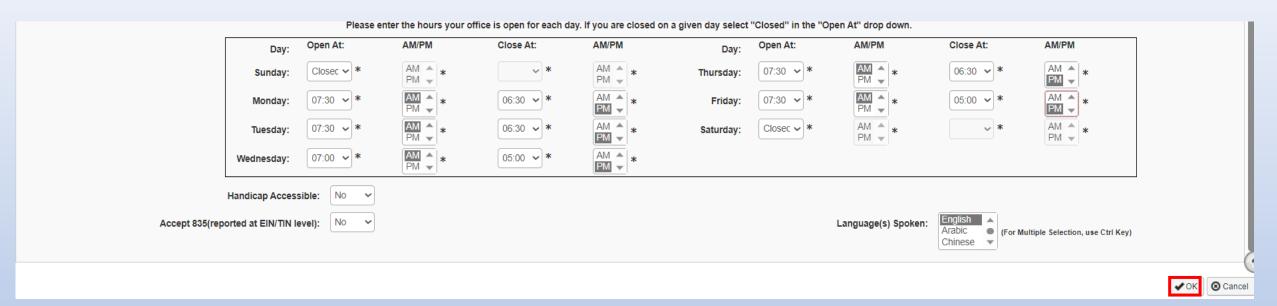
#### Please complete all fields. At a minimum, all fields with an \* are required.



- Complete all boxes marked with an asterisk \*.
- Enter the street address and zip code, then click Validate Address.

Scroll down the page to continue.





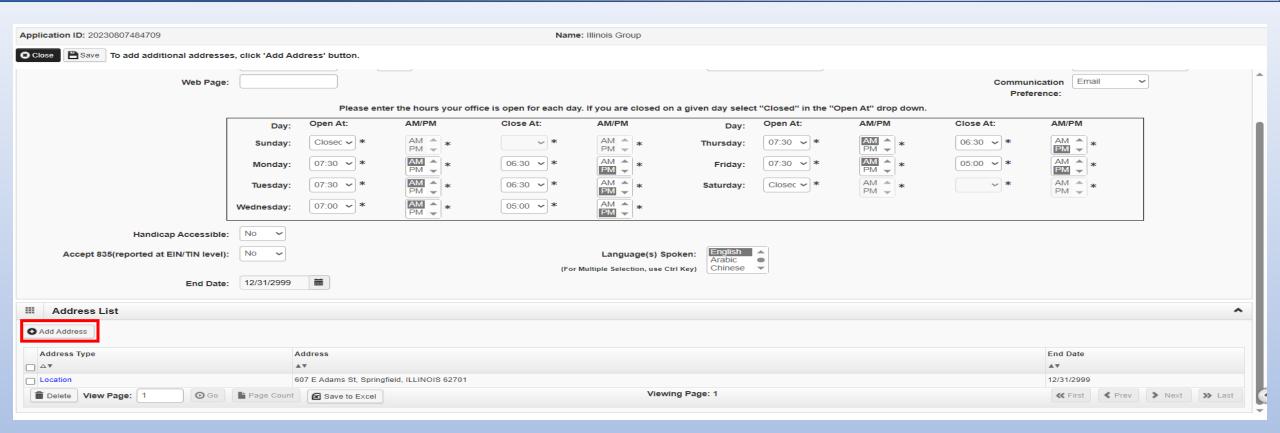
- When all the information has been entered, scroll down, click **OK** in the lower right corner.
- Note that the office hours section must be filled out completely to proceed.





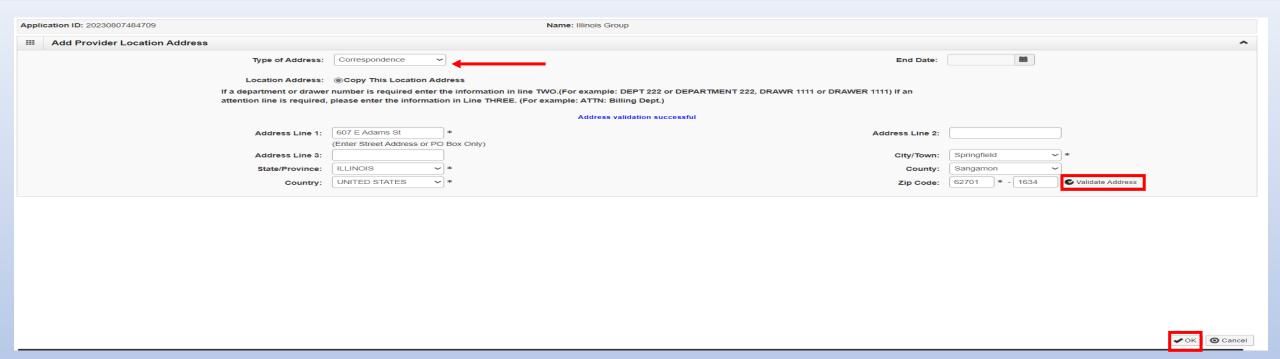
- Click on Primary Practice Location to add each address for this Location.
- For the Primary Practice Location, a *Correspondence* and a *Pay To* address are required.





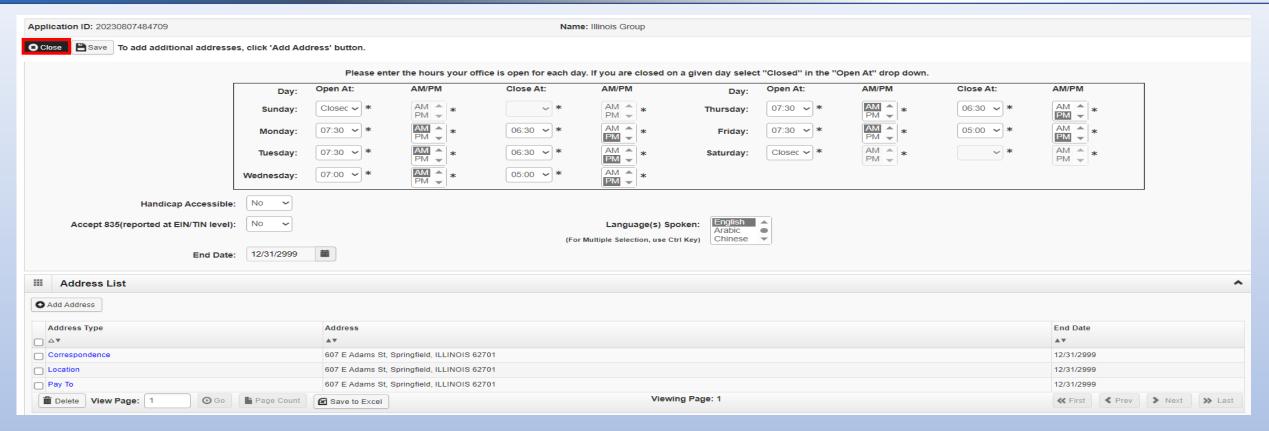
Click on Add Address to input the additional address information.





- Choose type of address from the drop-down menu.
- If the address you are entering is the same as the Location Address, then click the radio icon next to *Copy This Location Address*.
- If the address is not the same, enter the street address and zip code, then click on *Validate address*.
- When all the information has been entered, click OK.
- Repeat these steps for each additional address type.





When all the addresses have been entered for the Primary Practice Location, click Close.



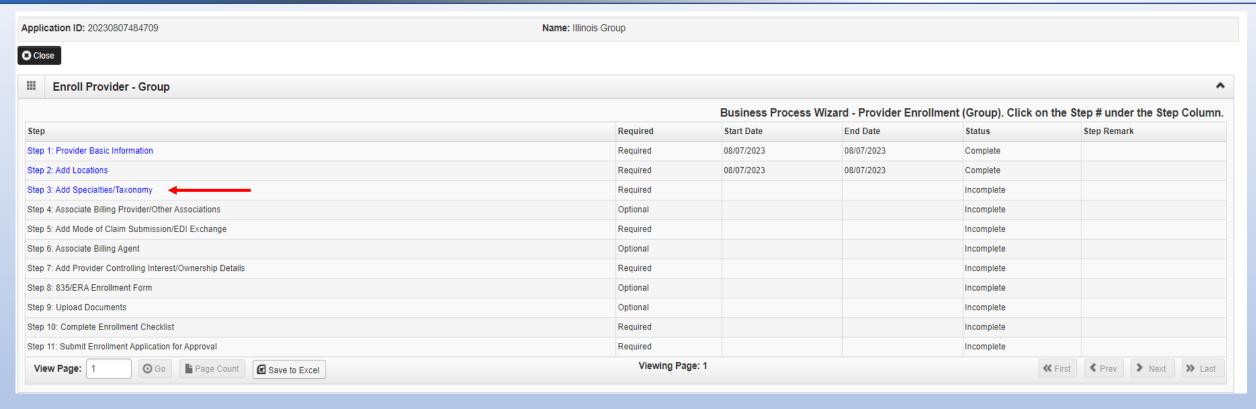


• To enter an Other Servicing Location, click on *Add* and repeat the previous steps. A Correspondence address will need to be entered for the Other Servicing Location.

Once all address details have been entered, click on Close.

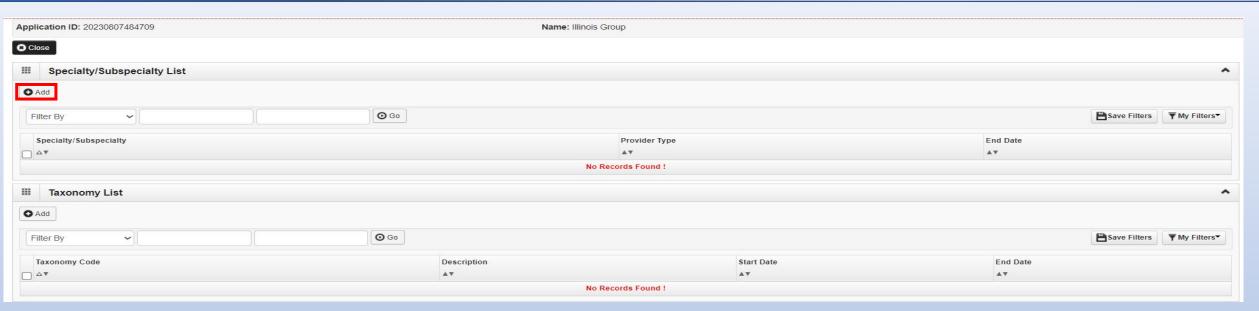
#### **Business Process Wizard**





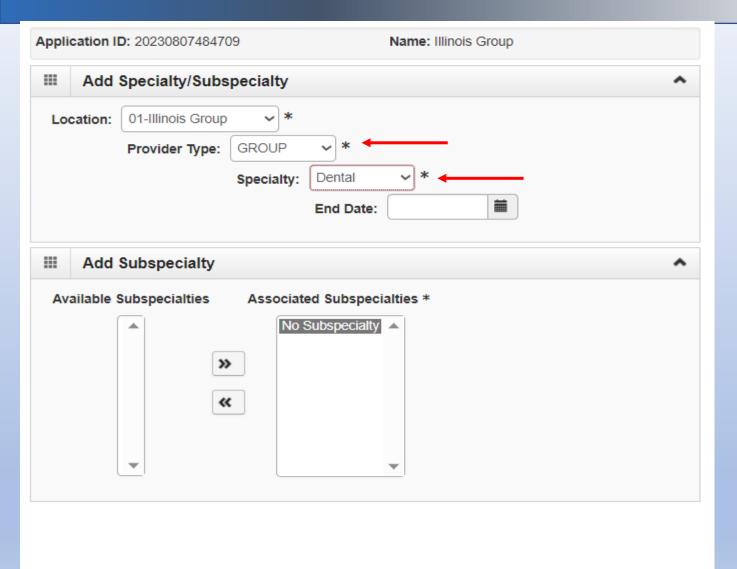
- The system will place the current date in the End Date field and will place *Complete* for Step 2.
- Click on Step 3: Add Specialties/Taxonomy to continue with the application.





• Click the *Add* button in the upper left corner.





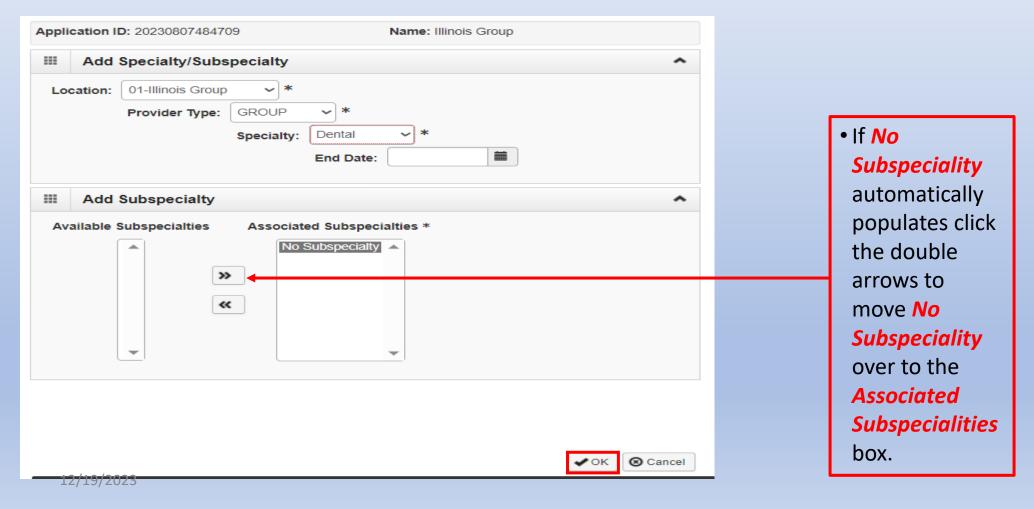
- Provider Type from the drop down.
- Select your
   Specialty from the drop down.

Cancel

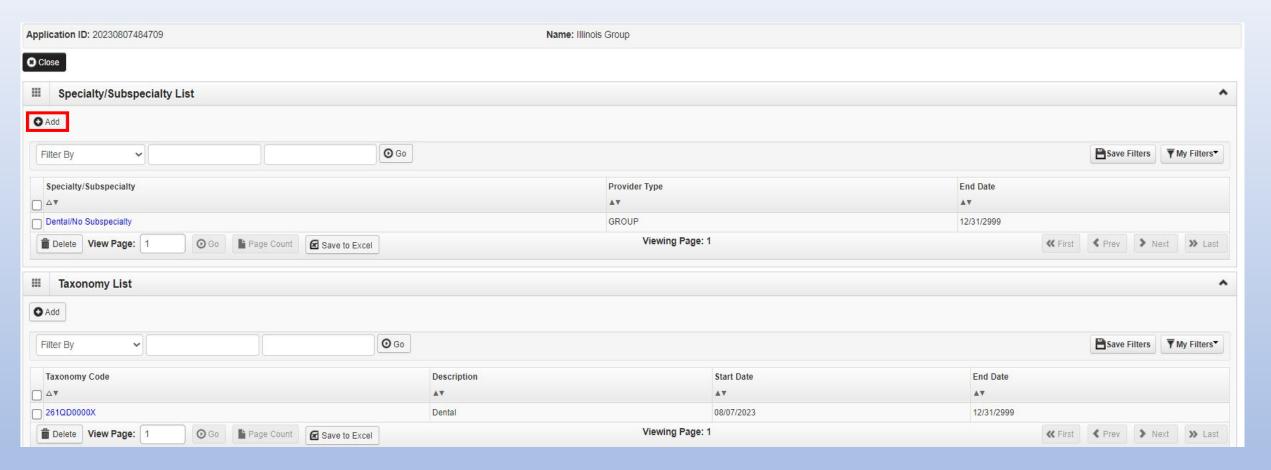
✓ OK



- Once the Provider Type and the Specialty are selected, the Subspecialties will populate at the bottom of the screen in the Available Subspecialties box. A Subspeciality is not required for this provider type.
- If no Subspeciality automatically populates move to the next step.
- Once all Specialty information has been added, click OK in the bottom right corner



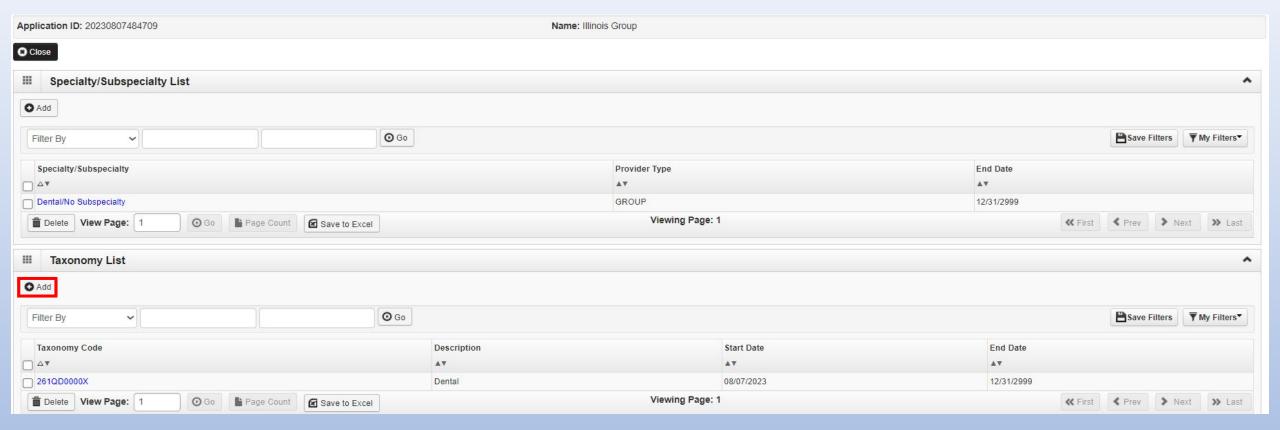




If you have another Specialty to enter, click the Add button in the top left corner and repeat the steps as needed.

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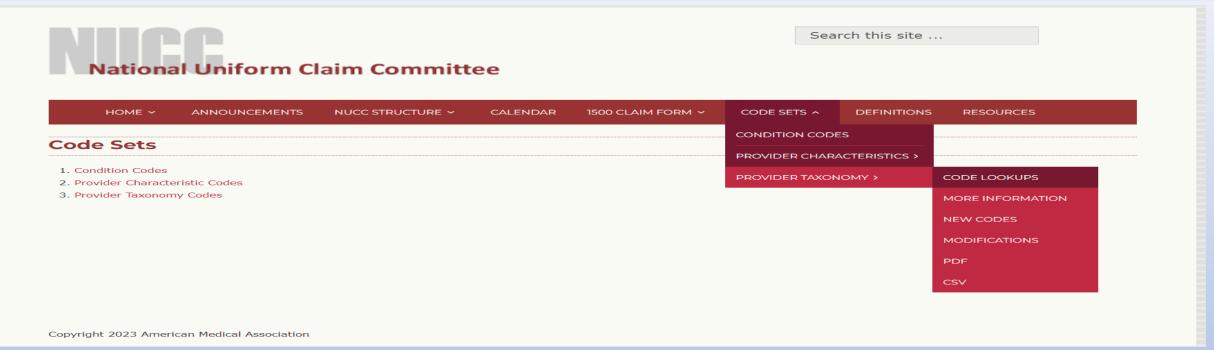
- The Taxonomy Code should automatically populate but if it does not click on the Add tab under Taxonomy List.
- At least one of the Taxonomy Codes entered in IMPACT must be the Taxonomy Code registered with the National Plan and Provider Enumeration System (NPPES).
- If taxonomy code automatically populates proceed to slide 34.



| Applie | cation ID: 20230807484709 |   | Name: Illinois Group |                                  |
|--------|---------------------------|---|----------------------|----------------------------------|
| ===    | Add Taxonomy              |   |                      | ^                                |
|        | Taxonomy Code:            | <b>★  (</b> Click here for Taxonomy List) | Location:            | 01-Illinois Group *              |
|        | Description:              |   |                      |                                  |
|        | Start Date:               | *   | End Date:            |                                  |
|        |                           |   |                      |                                  |
|        |                           |   |                      |                                  |
|        |                           |   |                      |                                  |
|        |                           |   |                      |                                  |
|        |                           |   |                      |                                  |
|        |                           |   |                      |                                  |
|        |                           |   |                      |                                  |
|        |                           |   |                      |                                  |
|        |                           |   |                      |                                  |
|        |                           |   |                      |                                  |
|        |                           |   |                      |                                  |
|        |                           |   |                      |                                  |
|        |                           |   |                      |                                  |
|        |                           |   |                      |                                  |
|        |                           |   |                      | ⊘ Confirm Taxonomy ✓ Ok ⊙ Cancel |

- Enter the *Taxonomy Code* and the *Start Date*.
- Click on Confirm Taxonomy and verify Description is populated correctly.
- Click on **OK** to finalize the submission.
- If the code is not known, click on the ◀ to the right of the box to access The National Uniform Claim Committee Taxonomy Code list. This will open a web browser window.





- In the web browser window that opens click on Code Sets.
- Scroll down to Provider Taxonomy
- Click on Provider Taxonomy then scroll over to Code Lookups.



National Uniform Claim Committee

HOME 

ANNOUNCEMENTS NUCC STRUCTURE 

CALENDAR 1500 CLAIM FORM 

CODE SETS 

DEFINITIONS RESOURCES

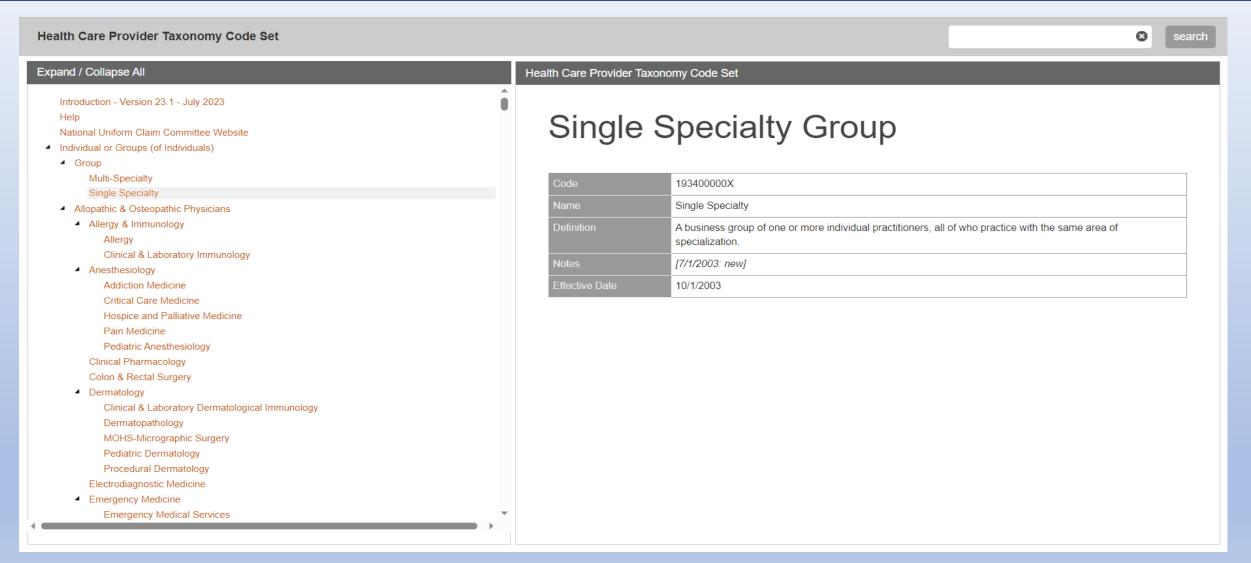
CODE LOOKUPS

• Click on the **red** hyperlink

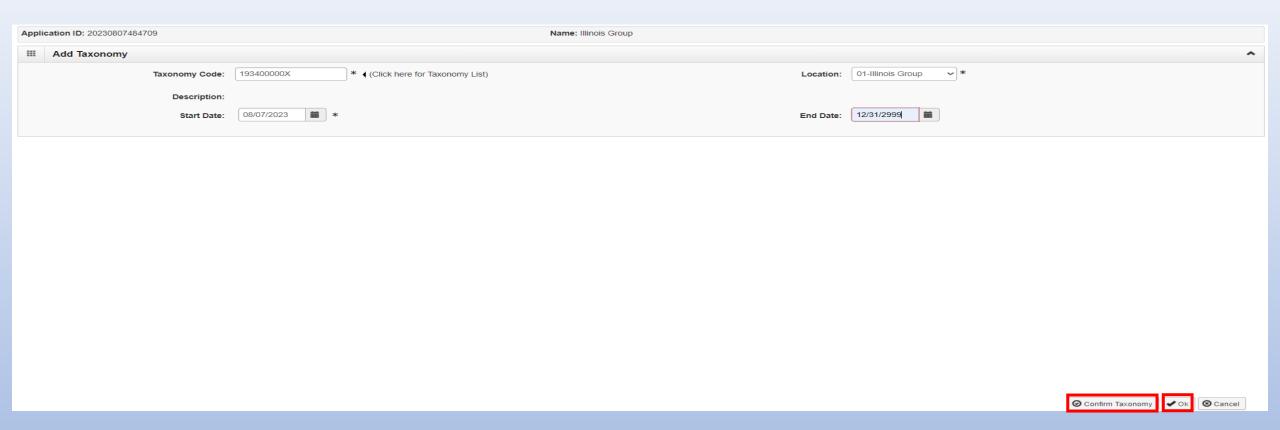
The Provider Taxonomy code lookup is available online at https://taxonomy.nucc.org/.

CODE LOOKUP





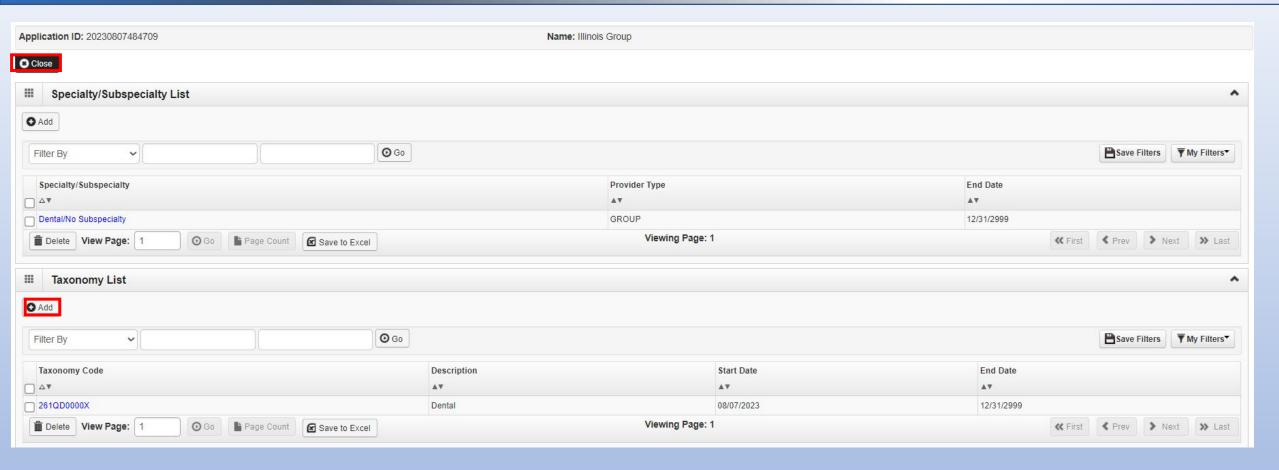




- Enter the Taxonomy Code and the Start Date.
- Click on Confirm Taxonomy and verify Description is populated correctly.
- Click on OK to finalize the submission.

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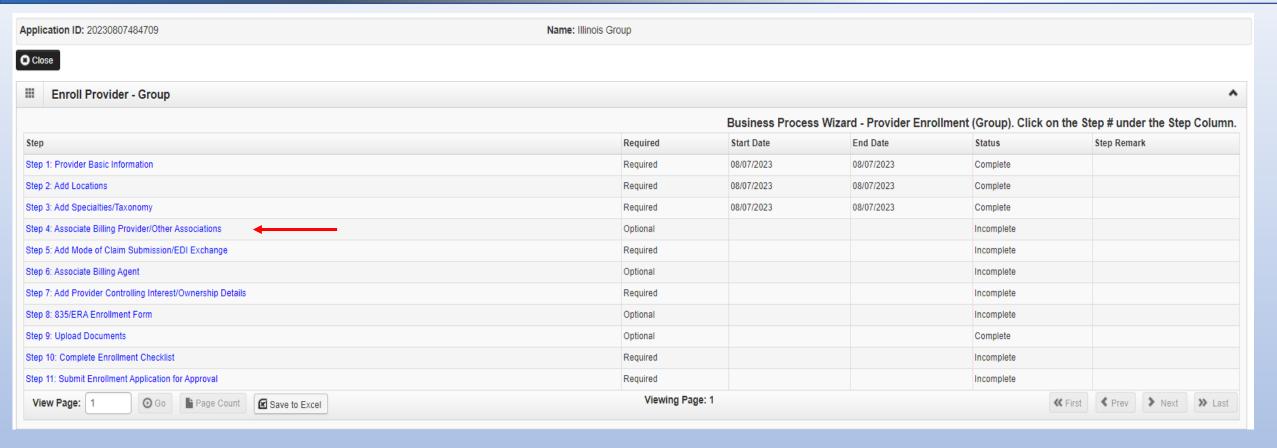




- Repeat the steps by clicking on the Add button for any additional Taxonomy Codes that need to be entered.
- Otherwise, click on the *Close* button in the upper left corner.

#### **Business Process Wizard (BPW)**





- You have completed Step 3: Add Specialties/Taxonomy. The system will place the current date in the End
   Date field and will place Complete in the corresponding Status field.
- Click on Step 4: Associate Billing Provider/Other Associations to continue your application if applicable.
- If not adding a billing provider proceed to Step 5 on slide 37.

#### Step 4: Associate Billing Provider/Other Associations



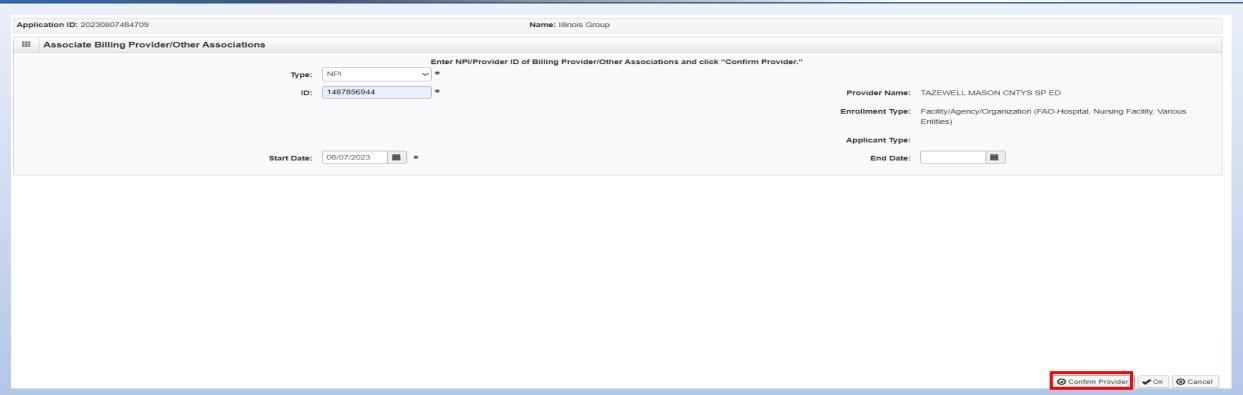
#### Note: This Step Is Optional.



Click Add to input an Associated Billing Provider

#### Step 4: Associate Billing Provider/Other Associations



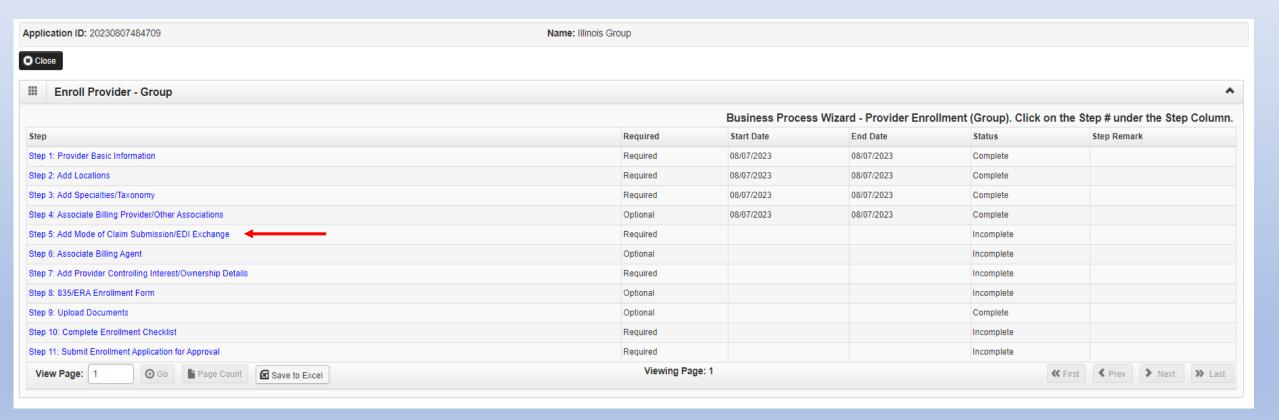


- Complete the Billing Provider information then click **Confirm Provider** and verify that the **Billing Provider Name is** correct.
- Click OK to return to the billing agent list.

# **Business Process Wizard (BPW)**



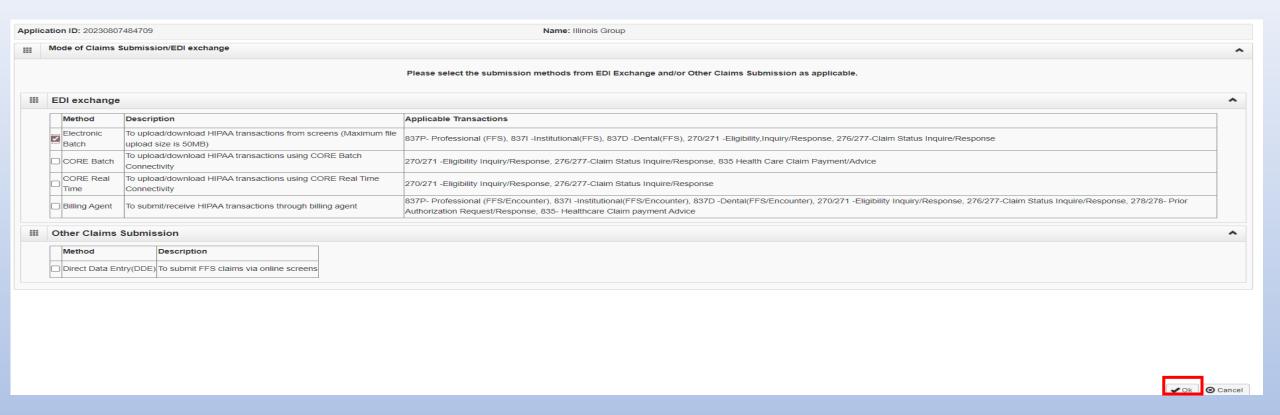
- You have completed Step 4: Associate Billing Providers/Other Associations. The system will place the current date in the *End Date* field and will place *Complete* in the corresponding *Status* field.
- Click on Step 5: Add Mode of Claims Submission/EDI Exchange to continue your application.



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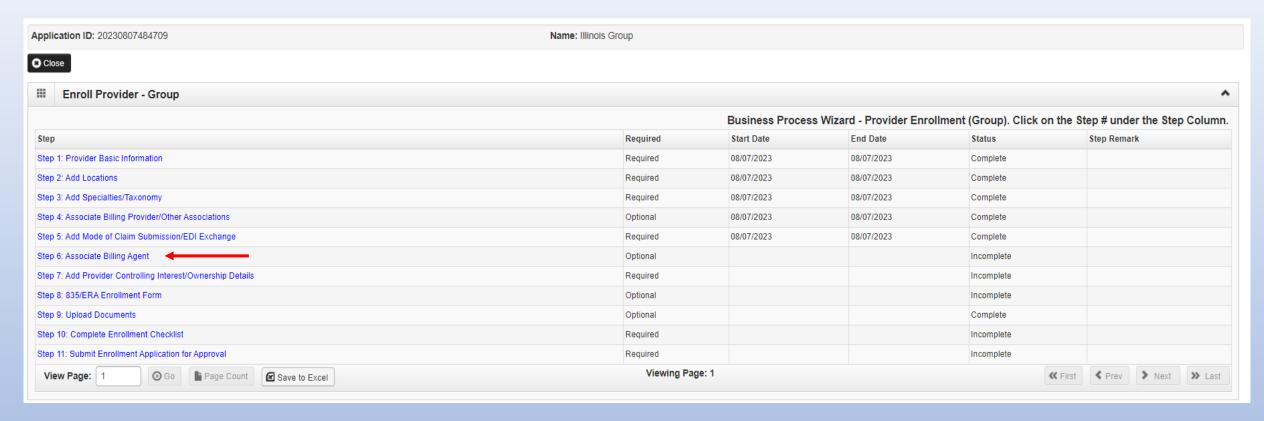
#### Step 5: Mode of Claim Submission/EDI Exchange





- Select any of the six options to indicate how you wish to process claims.
- Must select at least one option or claims will not be processed.
- If Billing Agent is selected Step 6 becomes required.
- After claim submission types have been selected click OK.





- The system will place the current date in the End Date field and will place **Complete** for Step 5.
- Click on Step 6: **Associate Billing Agent** (if applicable) to continue with the application.

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#### **Note:** this is an optional step unless Billing Agent is selected in Step 5



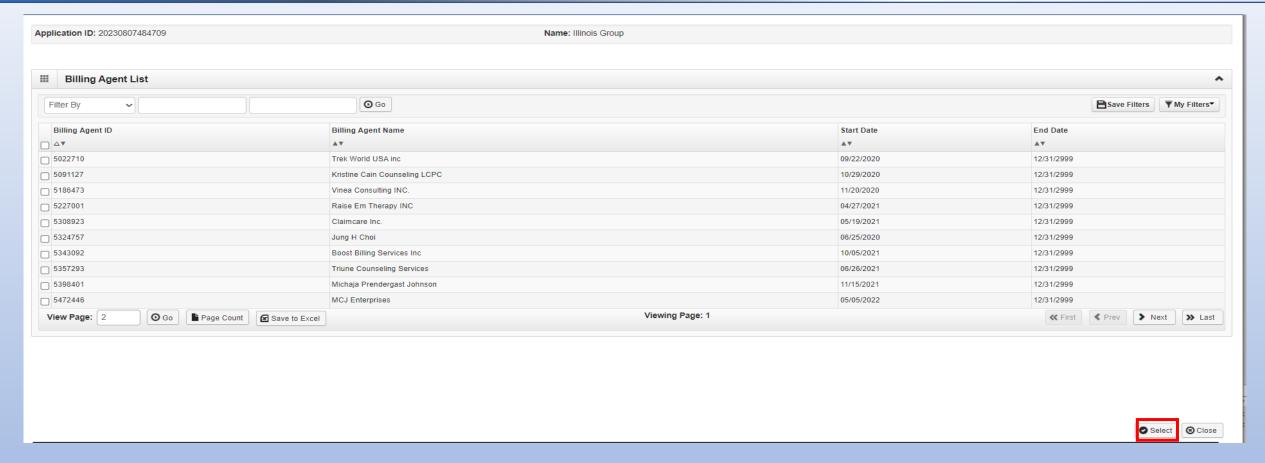
• If applicable, click **Add** to input a Billing Agent.



| Application ID: 20230807484709   | Name: Illinois Group |                       |  |  |  |  |  |  |
|--|----------------------|-----------------------|--|--|--|--|--|--|
| III Associate Billing Agent  |                      |                       | ^  |  |  |  |  |  |
| Click on the 'Confirm/Search Billing Agent' button to search for a Billing Agent or confirm the Billing Agent entered. |                      |                       |  |  |  |  |  |  |
| Billing Agent ID: *  | Billing Agent Name:  |                       |  |  |  |  |  |  |
| Association Start Date:  |                      | Association End Date: |  |  |  |  |  |  |
| III Authorized Transaction Responses   |                      |                       |  |  |  |  |  |  |
| Transaction Response   | Authorized           | Start Date            | End Date   |  |  |  |  |  |
| X12 835 - Healthcare Claim Status  |                      | iii iii               | iii iii  |  |  |  |  |  |
|  |                      |                       |  |  |  |  |  |  |
|  |                      |                       |  |  |  |  |  |  |
|  |                      |                       |  |  |  |  |  |  |
|  |                      |                       |  |  |  |  |  |  |
|  |                      |                       |  |  |  |  |  |  |
|  |                      |                       |  |  |  |  |  |  |
|  |                      |                       |  |  |  |  |  |  |
|  |                      |                       |  |  |  |  |  |  |
|  |                      |                       |  |  |  |  |  |  |
|  |                      |                       |  |  |  |  |  |  |
|  |                      |                       | ○ Confirm/Search Billing Agent     ○ Cancel     ○ Cancel |  |  |  |  |  |

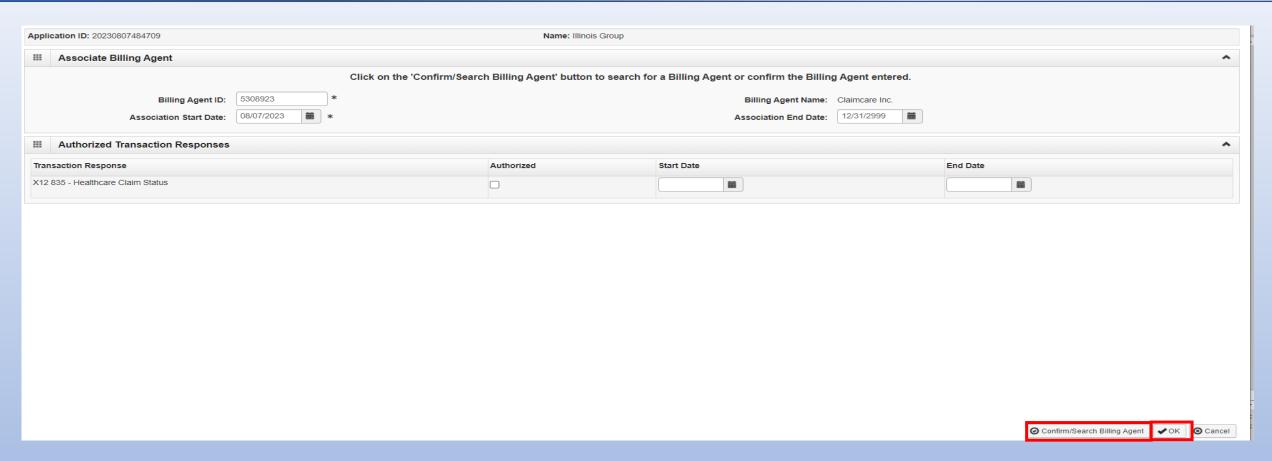
- Complete the Billing Agent information then click Confirm/Search Billing Agent and verify that the Billing Agent Name field is auto-populated with the correct agent.
- Click OK to return to the billing agent list.
- If the Billing Agent info is not known, click on Confirm/Search Billing Agent to locate the desired Billing Agent from the list.





- Use the Filter By drop down and choose an option to filter the list of available billing agents. (% is the wild card function)
- After the desired Billing Agent is shown on the list, click the check box for that option, then click Select

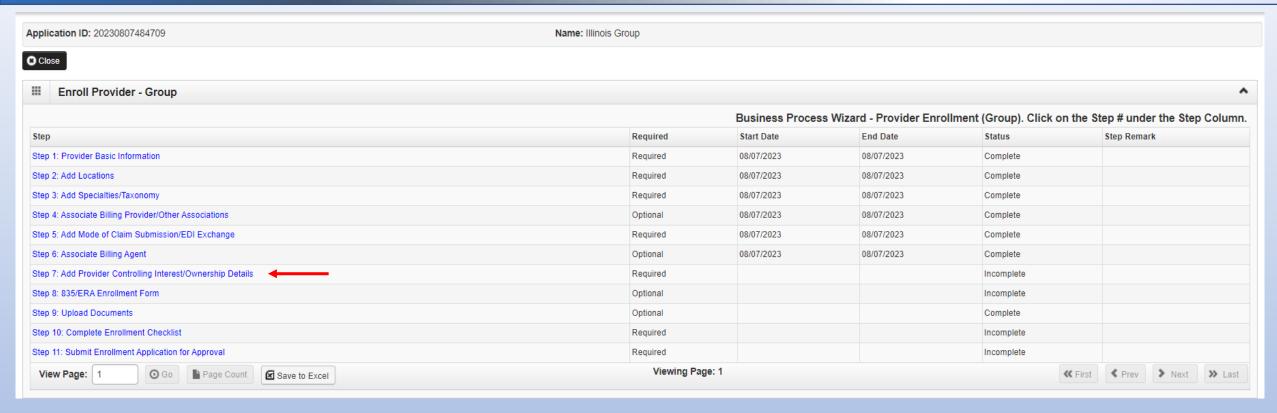




• The chosen billing agent information will be populated. Verify that the information is correct then, click Confirm/Search Billing Agent then **OK** to return to the Billing Agent list.

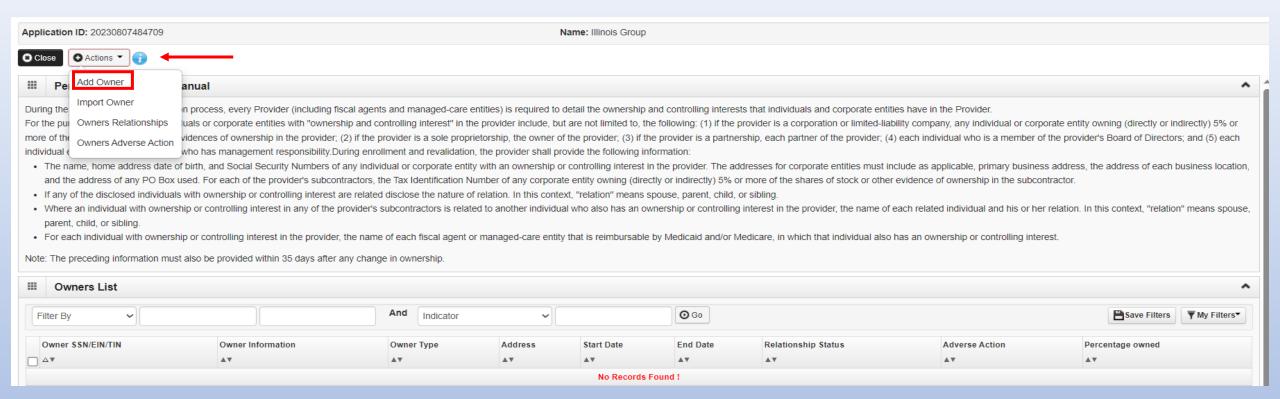
# **Business Process Wizard (BPW)**





- You have completed Step 6: Associate Billing Agent The system will place the current date in the End Date
  field and will place Complete in the corresponding Status field.
- Click on Step 7: Add Provider Controlling Interest/Ownership Details to continue your application.

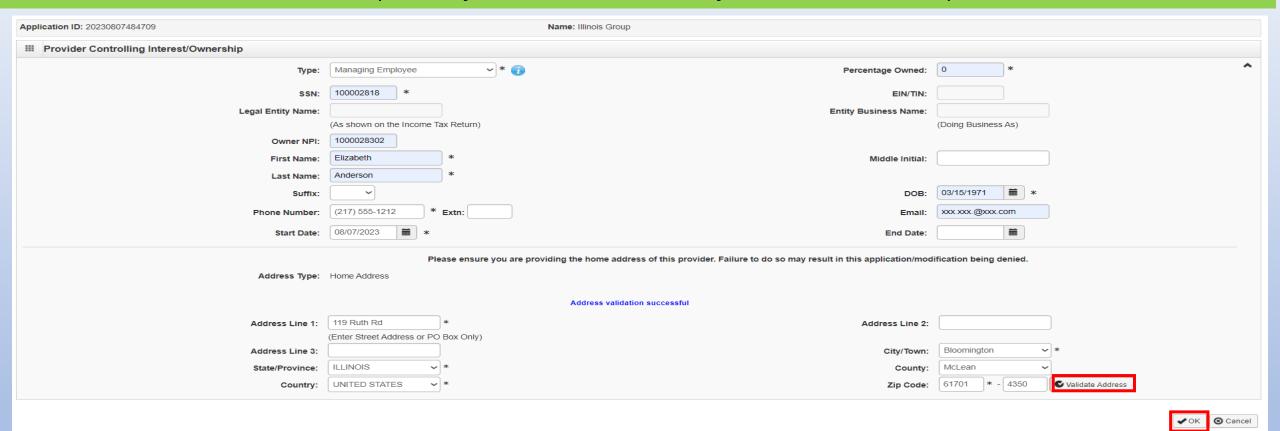




- Ownership entries must include at least one Managing Employee and one other Ownership type.
- To add Ownership listings, click on Actions, Add Owner or Import Owner.



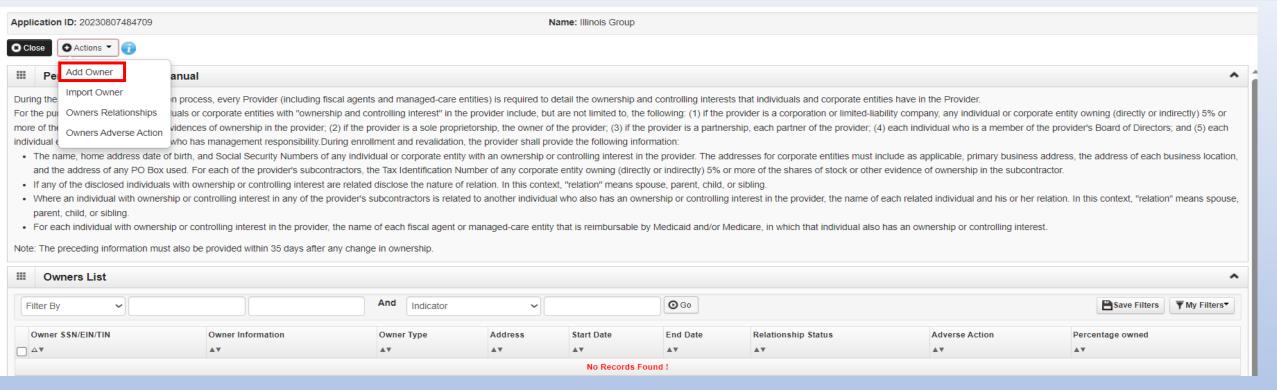
Please complete all fields. At a minimum, all fields with an \* are required.



- Either your SSN or EIN/TIN must be entered (as prompted by the system).
- Enter Percentage Owned as a whole number.
- Enter the street address and zip code information, then click Validate Address.
- When all details are entered, click OK.

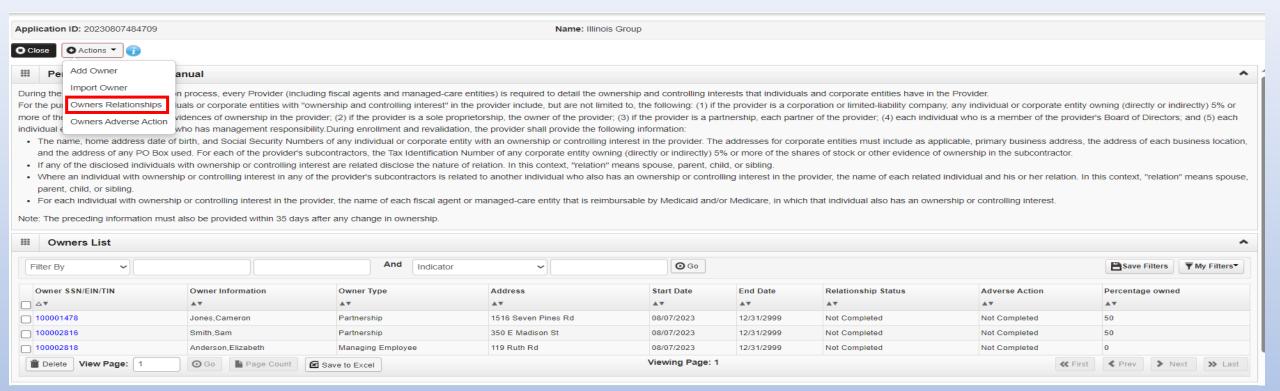
12/19/2023





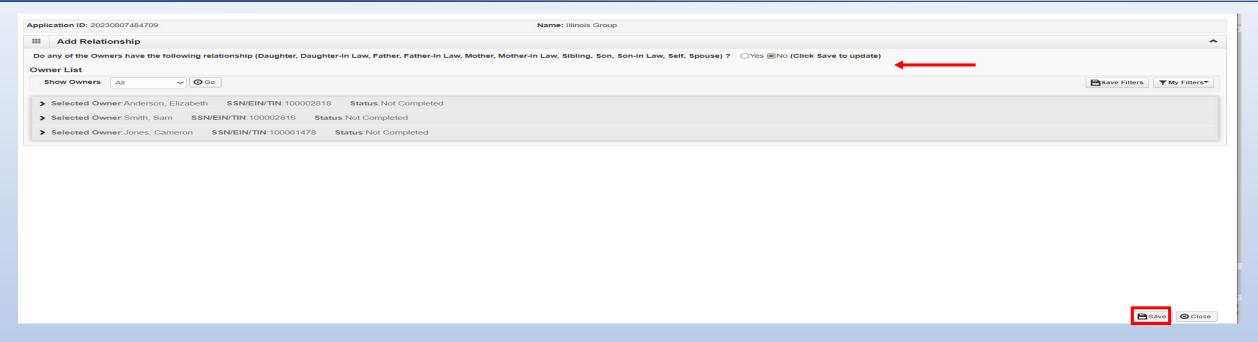
- Click **Add** and repeat the previous steps to list additional owners
- If one of the owners is listed on another enrollment, *Import Owner* can be selected from the *Action* box at the top of the page.
- This selection will allow the user to import owner information from another enrollment by using the NPI or Provider ID, the Zip Code of the Owner, and the Owner Type.





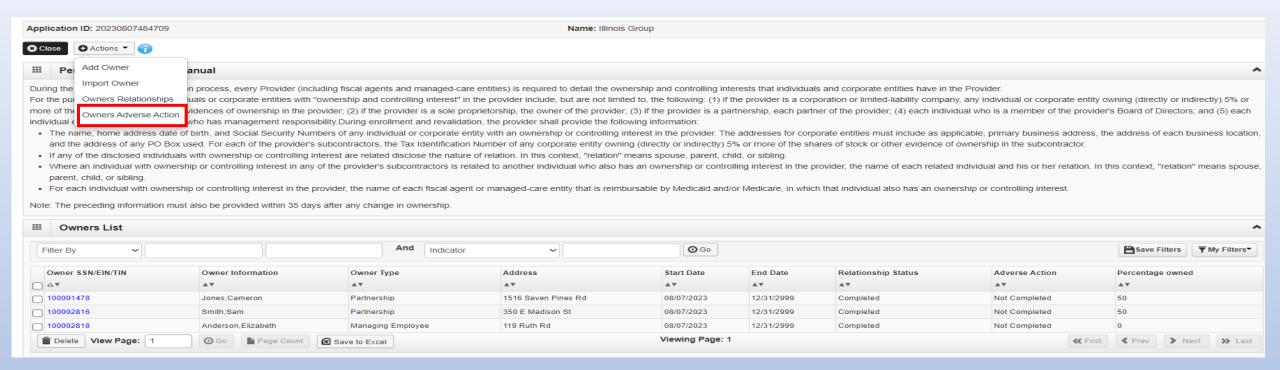
• After all ownerships have been added, click the Actions drop drown box and select Owner Relationships.





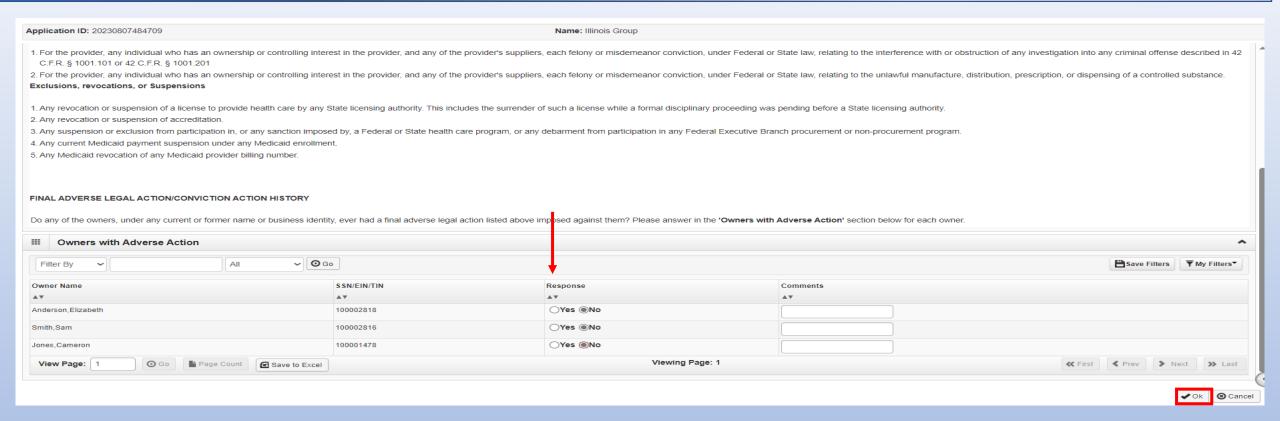
- Answer question regarding listed Owners and relationship.
- If no is selected From the first drop-down list of *Owner Name*, choose an owner name.
- From the second drop down list of Relationships, choose how the chosen owner is related to the listed owner.
- Repeat this step until the relationship is set for each owner.
- When completed, click Save then Close to return to the ownership listing.





After all the Owner Relationship information has been added, click the Actions drop drown box and select Owner
 Adverse Action.

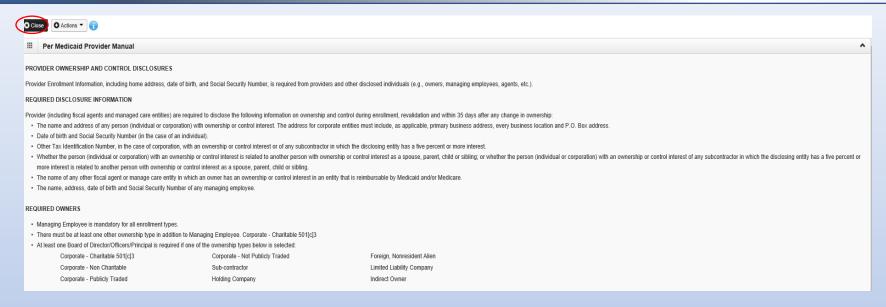




- Read the section on Final Adverse Legal Actions/Convictions.
- Complete the Response and Comments (if applicable) section next to each owner.

Select Ok.





Select Close.



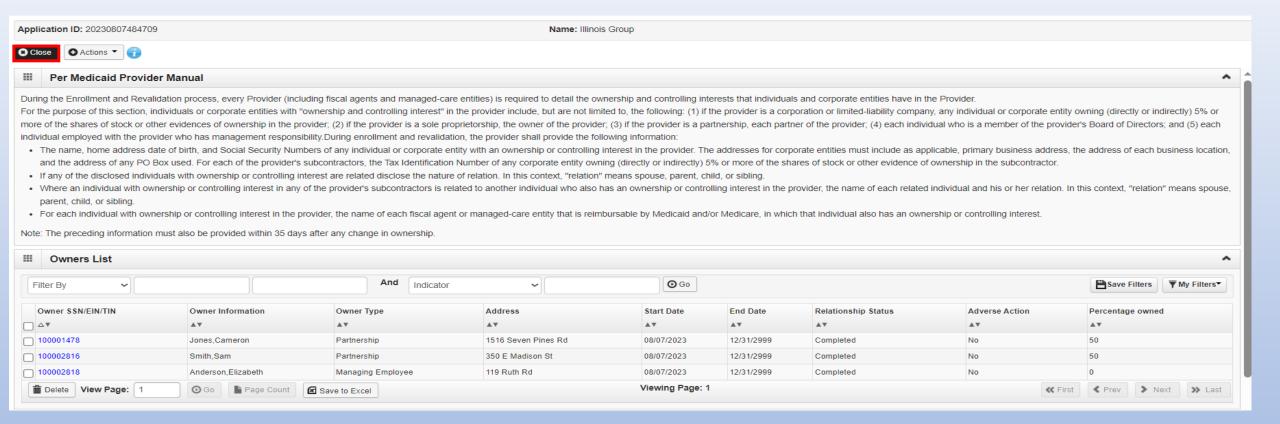
- It is required that ownership of 5% or more in any other Medicaid/Medicare entity be entered.
- To enter Ownership details in another Medicaid/Medicare Entity, go to the bottom
  of the page and click on Add Other Owned Entity.



| Application ID: 20230807484709  |   | Name: Illinois Group  |                     |                           |    |  |
|---|---|-----------------------|---------------------|---------------------------|----|--|
| Provider Controlling Interest/Ownership in Other Medicaid/Medicare Entities |   |                       |                     |                           |    |  |
| Туре:   | Other Medicaid/Medicare Entity          | Percentage Owned:     | *                   | •                         | ^  |  |
| EIN/TIN:  | *                                       |                       |                     |                           |    |  |
| Legal Entity Name:  | (As shown on the Income Tax Return)     | Entity Business Name: | (Doing Business As) | *                         |    |  |
| Owner NPI:  | (As shown on the income Tax Return)     |                       | (Doing Business As) |                           |    |  |
| Phone Number:   | * Extn:                                 | Email:                |                     |                           |    |  |
| Start Date:   | *                                       | End Date:             |                     |                           |    |  |
| Address Type:   |   |                       |                     |                           |    |  |
| Address Line 1:   | * (Enter Street Address or PO Box Only) | Address Line 2:       |                     |                           |    |  |
| Address Line 3:   | (Effet Street Address of PO Box Offly)  | City/Town:            | OTHER •             | *                         |    |  |
| State/Province:   | OTHER *                                 | County:               | OTHER •             |                           |    |  |
| Country:  | UNITED STATES *                         | Zip Code:             | * -                 | <b>V</b> alidate Address  |    |  |
|   |   |                       |                     |                           |    |  |
|   |   |                       |                     |                           |    |  |
|   |   |                       |                     |                           |    |  |
|   |   |                       |                     | <b>✓</b> OK <b>③</b> Canc | el |  |

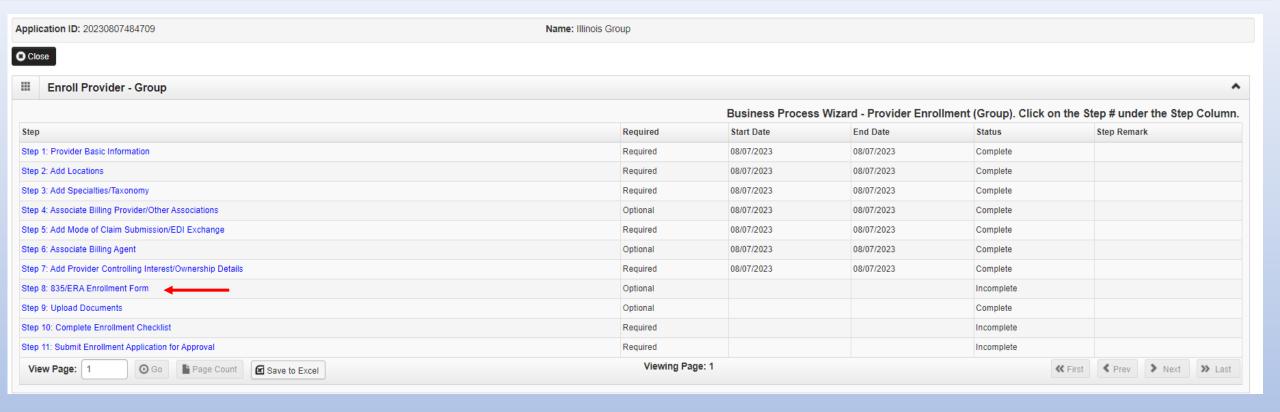
- After entering the street address and zip code, click Validate Address.
- When all information is complete, click OK.
- Repeat these steps to add ownership in another Medicaid/Medicare Entity.





• When all ownerships for this location and ownership information in other entities is complete, click *Close*.



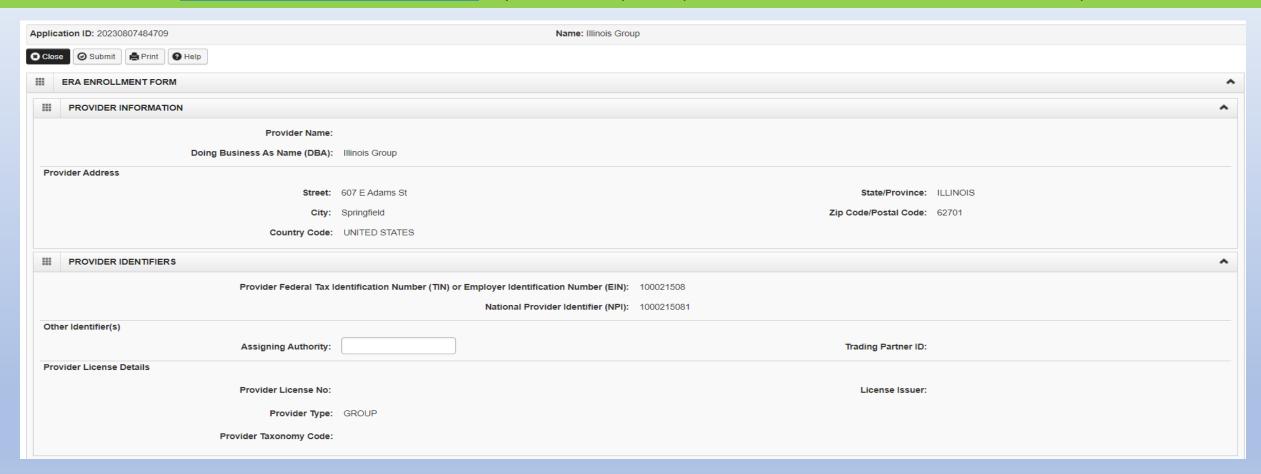


- The system will place the current date in the End Date field and will place *Complete* for Step 7.
- Click on Step 8: 835/ERA Enrollment Form to continue with the application.

## Step 8: 835/ERA Enrollment Form



Note: This step is optional. Please complete this section once you have completed the enrollment steps found at <a href="http://www.myhfs.illinois.gov/">http://www.myhfs.illinois.gov/</a> if you wish to participate in 835/ERA, otherwise close this step.



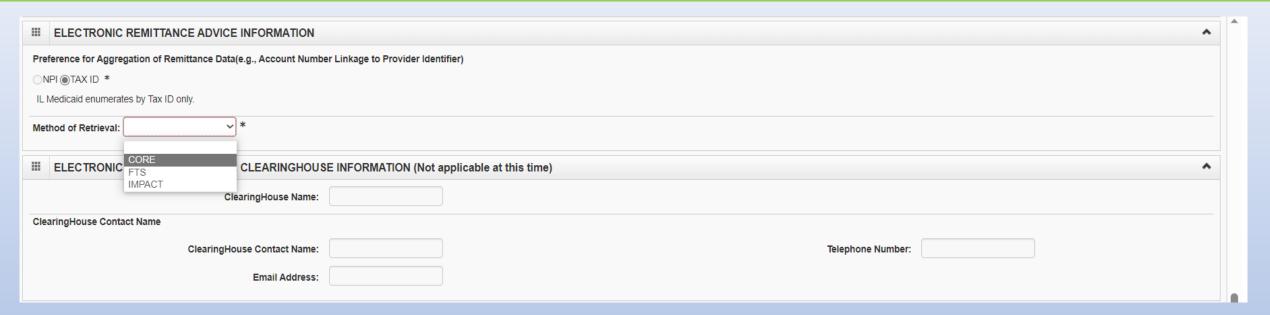
- Verify the generated information and complete information if needed.
- Use the scroll bar to move down the page.

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# Step 8: 835/ERA Enrollment Form



#### **Note:** this is an optional step

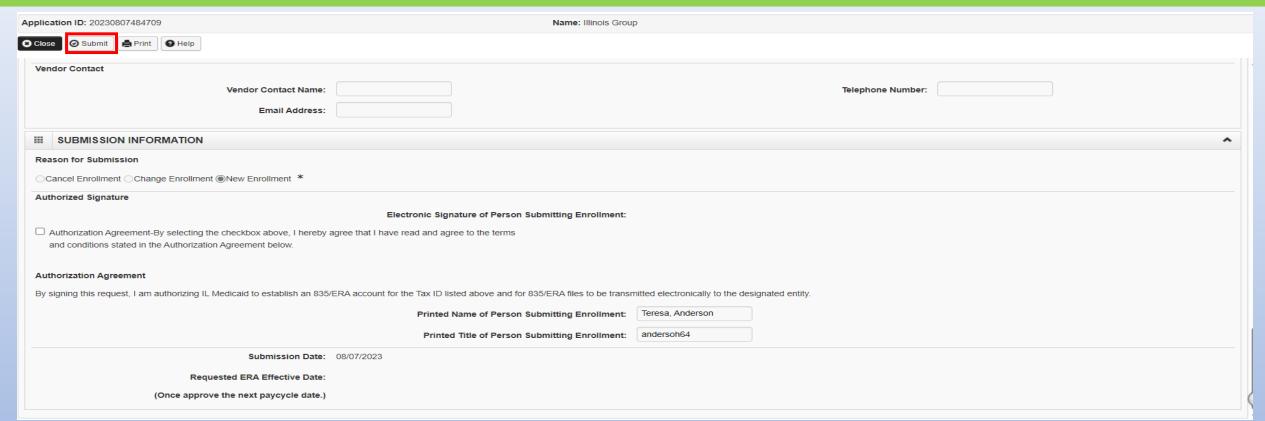


• Select your method of retrieval from the drop-down menu.

# Step 8: 835/ERA Enrollment Form

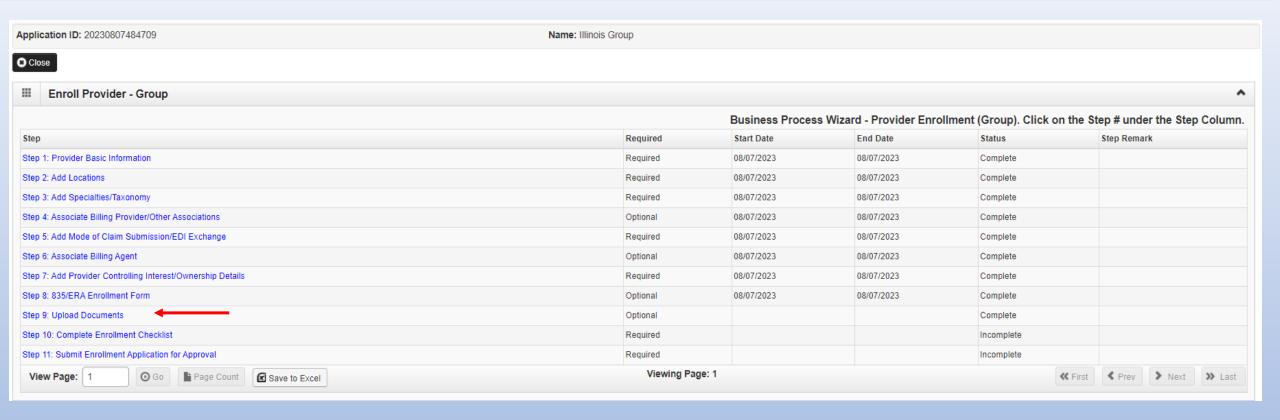


#### **Note:** this is an optional step



- Mark the checkbox to authorize the creation of an 835/ERA account.
- The written signature portion should populate.
- Once all fields are complete, click Submit and Close at the top of the page.



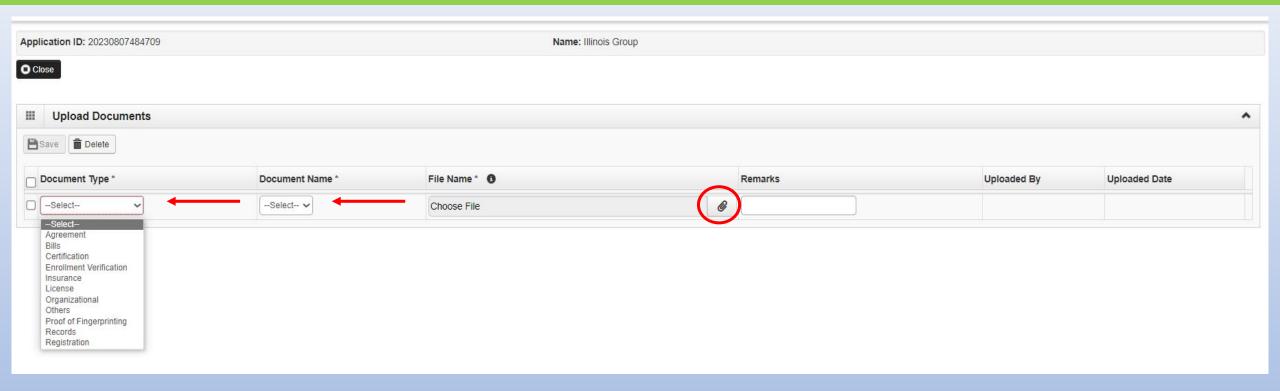


- The system will place the current date in the End Date field and will place Complete for Step 8.
- Click on Step 9: Upload Documents to continue with the application.

# **Step 9: Upload Documents**



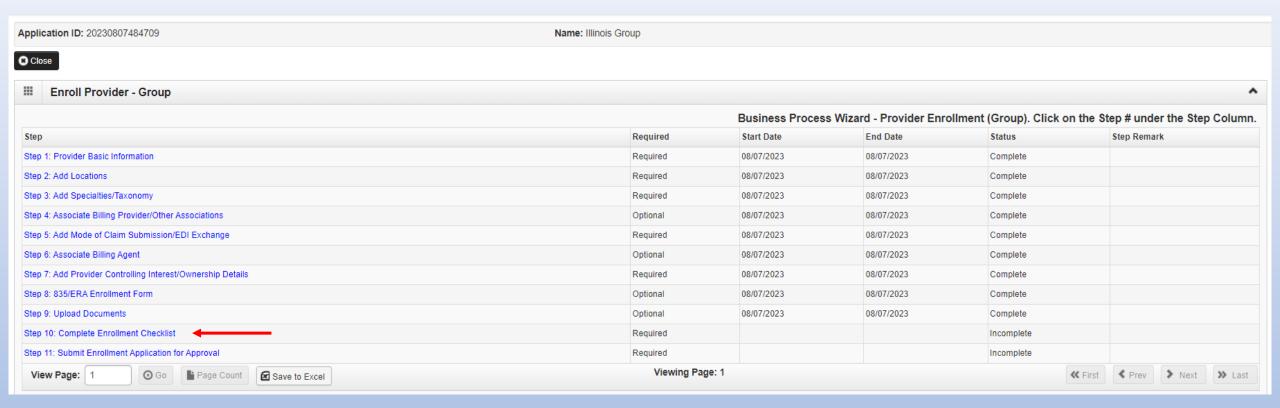
#### This step is optional except for Transportation, Home Health, and DME provides.



- From dropdown box labeled Document Type select the document being uploaded.
- From Document Name drop down box select the name of the document being uploaded.
- Click on paperclip icon to search for document being uploaded.

Once document is found click Save .

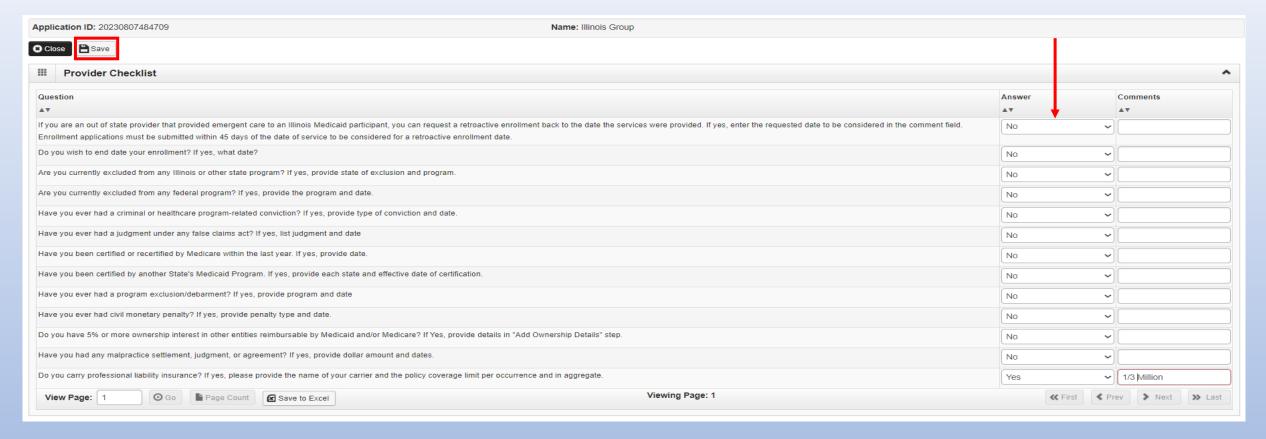




- The system will place the current date in the End Date field and will place *Complete* for Step 9.
- Click on Step 10: Complete Enrollment Checklist to continue with the application.

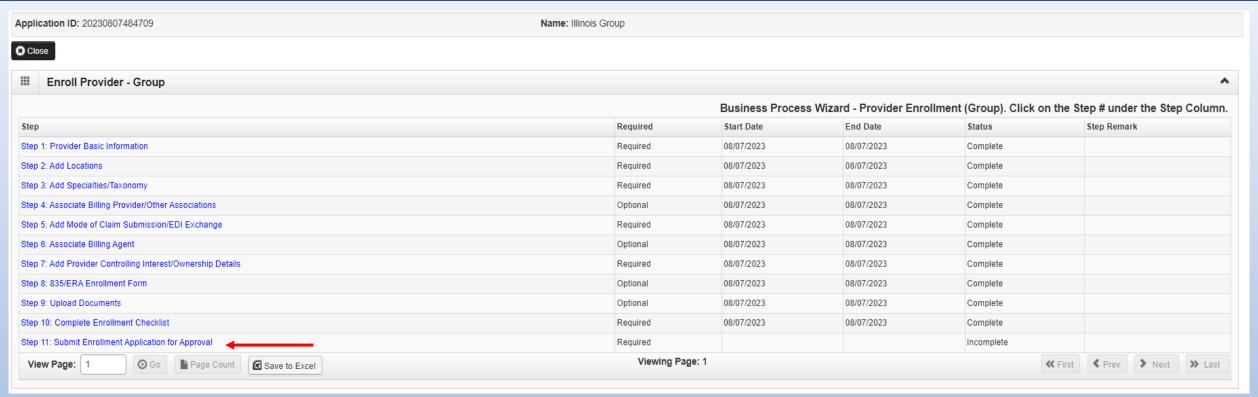
# Step 10: Complete Enrollment Checklist





- All questions must be answered either Yes or No and comments made if directed to do so. If a checklist item does not apply, select No as the answer.
- After all the questions have been answered and comments made, click on the Save button in the upper left corner followed by clicking on the Close button.





- The system will place the current date in the End Date field and will place Complete for Step 10.
- Click on Step 11: Submit Enrollment Application for Approval to continue with the application.



# Step 11: Submit Enrollment Application for Approval





- Read Statement
- Click on Next

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# **Step 11: Submit Enrollment Application for Approval**



Application ID: 20230807484709 Name: Illinois Group

After reading the Terms and Conditions be sure to check the agreement box located at the end of the document.

of the provider's structure, and how a conflict of interest will not occur between the residential treatment and the hospital parts of the provider's organization. The provider shall notify Illinois Medical Assistance within 30 days of any changes in the provider's legal relationship with a hospital.

- 13. The provider acknowledges it is solely responsible for reporting per diem rate changes, as issued by the Illinois Purchased Care Review Board for residential treatment services to the Department consistent with 89 III. Admin 139.305.
- 14. The provider shall submit claims for authorized residential treatment services to the Department consistent with the established policies and procedures pertaining to the authorized service. The provider shall accept its per diem residential rate as payment in full for services rendered to residential treatment service recipients and shall not seek additional reimbursement from the residential treatment service recipient's family.
- 15. The provider shall perform background checks on all staff, including, but not limited to a check of the following in the state in which the provider operates: the child abuse and neglect tracking system, the sex offender registry, and a fingerprint check by the State Police and the Federal Bureau of Investigation.
- 16. The provider acknowledges the immediate reporting requirements outlined in the Handbook for Providers of Residential Treatment Services and the applicability of these reporting requirements upon the provider and its staff, including but not limited to the following: 1) significant events, changes in family circumstances, or unusual incidents; 2) suspected child abuse or neglect consistent with the provider's responsibilities as a Mandated Reporter under the Abused and Neglected Child Reporting Act; 3) suspected abuse or neglect consistent with the provider's responsibilities under 59 III. Admin Code 50; and 4) suspected financial fraud and abuse in the Medical Assistance Program or Child Support Enforcement Program.
- 17. The provider shall attend all regional and other required meetings when notified more than 14 days in advance by the Illinois Medical Assistance Program
- 18. Residential Treatment Service Providers who are enrolled with a Subspecialty of Sub-Acute Psychiatric or Sub-Acute Substance Use Disorder shall also comply with the following:
  - Compliance with 42 CFR 483. Submit a completed HFS Form 2734A to the Department, attesting to the facility's compliance with federal requirements regarding the use of restraint and seclusion in each of the following instances: 1) Upon initial enrollment with Illinois Medical Assistance as a provider; 2) Annually on July 1 of each state fiscal year to be received by the Department by July 15th; and 3) In the event of a change in the facility director;
  - Notify the Department and the State's designated Protection and Advocacy System of any significant injury, suicide attempt, or death that occurs at the facility, consistent with the requirements established by the Department;
  - · Comply with 42 CFR 440.10 and 42 CFR 441 Subpart D as defined and interpreted by the Department in the administration of the Illinois Medicaid Program; and
  - Comply with all State Survey activities performed by the Illinois Department of Public Health, or its agent(s).
- 19. Behavioral Health Residential Treatment Service Providers who are enrolled with a Subspecialty of Sub-Acute Substance Use Disorder shall establish licensure and remain in good standing with the Illinois Department of Human Services, Division of Substance Use Prevention and Recovery (DHS-SUPR) as a provider of residential substance use disorder services.

#### Billing Certification

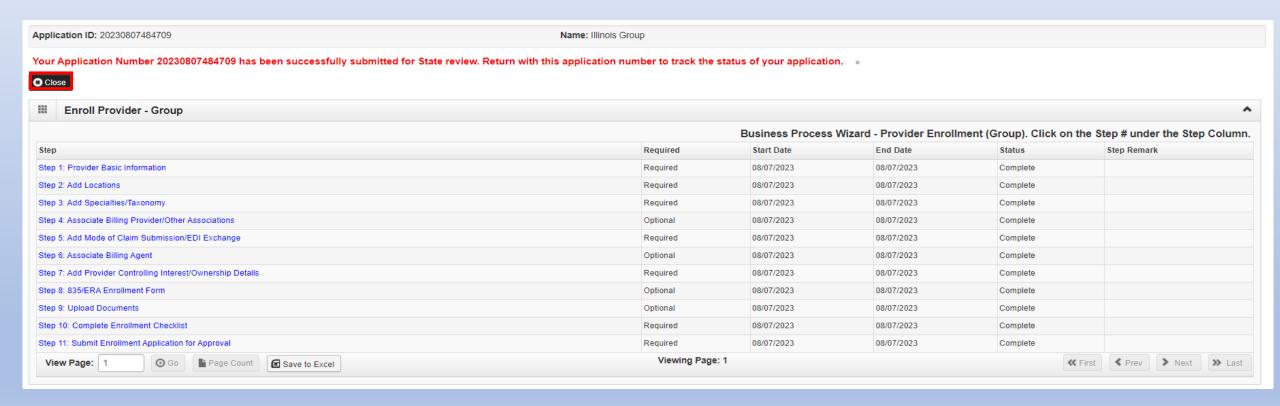
For each paper or electronic claim or invoice I submit for payment, remittance advice and voucher issued, as a condition of my enrollment, I certify and acknowledge that I am familiar with pertinent Healthcare and Family Services policies and procedures as set forth in the Illinois Medical Assistance Program Handbooks, rules and statutes. With that knowledge, I certify that the billing information on claims, invoices, remittances and vouchers, and billing information attached to, or reference in, those documents is true, accurate and complete; I certify that the services as described on the claims, invoices, vouchers or remittance advice were provided; I certify that I will keep and make available such records as are necessary to disclose fully the nature and extent of the services provided; and I certify that I understand payment is made from State and federal funds and any falsification or concealment of the material fact, may be cause for prosecution or other appropriate sanctions.

By checking this, I certify that I have read and that I agree and accept all the enrollment terms and conditions in herein that are applicable to me

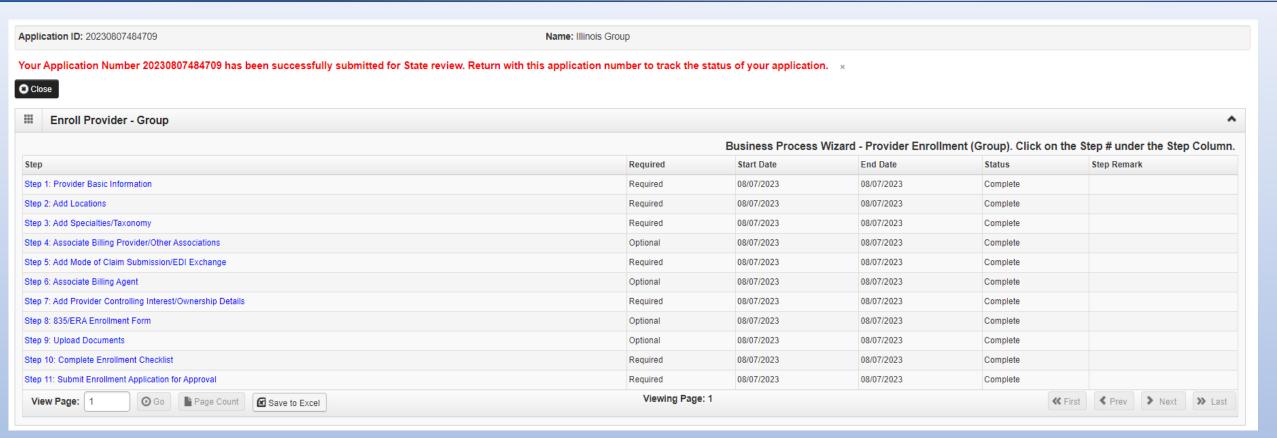
- Read through all the terms and conditions.
- Check the box certifying that you agree to the terms and conditions.
- Then select **Submit Application**.



- The message below will appear advising that the application has been submitted to the state for review. The application number can be to used to check the status of the application by going through the Track Application option.
- Click Close.







 The system will place the current date in the End Date field and will place Complete for Step 11.

#### Resources



- For more information regarding IMPACT, please visit http://www.illinois.gov/hfs/impact/Pages/AboutIMPACT.aspx
- Check out the definitions of common terms at http://www.illinois.gov/hfs/impact/Pages/Glossary.aspx

- •FAQ's can be found at <a href="http://www.illinois.gov/hfs/impact/Pages/faqs.aspx">http://www.illinois.gov/hfs/impact/Pages/faqs.aspx</a> to help resolve common questions and problems when submitting applications.
- General questions regarding IMPACT can be addressed to:
  - Email: <a href="mailto:IMPACT.Help@Illinois.gov">IMPACT.Help@Illinois.gov</a>