



HFS

Illinois Department of
Healthcare and Family Services

We improve lives.

Managed Care Organization (MCO) Electronic Visit Verification (EVV) Contacts

MCO	EVV E-mail
Aetna HealthChoice Illinois (HCI)	<i>General Authorization Inquiries:</i> UMInquiryABHIL@AETNA.com <i>EVV Authorization File:</i> darnelln@aetna.com
Aetna Medicare-Medicaid Alignment Initiative (MMAI)	AetnaLMMMAIEVVCompliance@aetna.com
Blue Cross Blue Shield (BCBS) HCI and MMAI	LTSS_SupportCtr@bcbsil.com
CountyCare HCI	countycare.evv@cookcountyhealth.org
Humana MMAI	ILMMAI-LTSSCM@humana.com
Meridian HCI and MMAI	MeridianEVV@centene.com
Molina HCI and MMAI	Itsseti@molinahealthcare.com