

**Bureau of Managed Care
Managed Care Organizations
Policy / Procedures**

General Contract Monitoring

Reporting the Death of a Member

MCOs must notify BMC when a Member's death is reported to them, but the notification should only be made if the MCO has the appropriate supportive documentation. Verbal notification by family members without documentation cannot be accepted. Family members should be directed to notify the Department of Human Services local office or caseworker to report the death of a Medicaid client.

The appropriate unit in HFS verifies the death and updates the Member's Medicaid eligibility in the system. If the date of death is retroactive, BMC staff will terminate MCO coverage per Section 4.14.1.1 of the Contract for Furnishing Health Services in a Managed Care Organization. *"Upon the Enrollee's death. Termination of coverage shall take effect at 11:59 p.m. on the last day of the month in which the Enrollee dies. Termination may be retroactive to this date."* The 834 File will reflect the disenrollment from the MCO.

The monthly capitation run will pick up the change in the date of death and retroactively recoup the MCO capitation back to the system's MCO end date.

Effective June 1, 2025, MCOs shall include the following information on the **HFS Discrepancy Template** when reporting a member's death to BMC via the HFS MCO Discrepancy email inbox:

hfs.mcodiscrepancies@illinois.gov:

- Case Name
- Case Number
- Name of Deceased
- Date of Death
- Acceptable documentation of death notification (must be attached to the email sent securely to BMC)
 - Death Certificate
 - Obituary
 - Notification received directly from a LTC or SLF provider
 - ADT Reports with Date of Death Provided
 - Illinois Department on Aging (IDOA) Database
 - Illinois Department of Rehabilitation Services (DORS) Database
- Provide two (2) of the three (3) identifiers listed below:
 - Date of Birth
 - RIN
 - Social Security Number

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Policy History

Date:

March 2021
May and June 2025

Action:

Contract Clarification
Policy Clarification and addition of
Discrepancy Reporting Template

Policy Originator

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Policy Revisions

July 2025

Revision Approved

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