

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

**General Contract Monitoring**

**Uniform MCO Service Cost Maximum (SCM) Letter**

Service Cost Maximums should not be a barrier to members obtaining necessary and appropriate home and community based waiver services as an alternative to institutional care. MCOs are required to exceed a SCM to cover necessary and appropriate home and community based waiver services that are needed to allow a member to remain safely in the community.

Under the Division of Rehabilitation Services and Illinois Department on Aging waivers, each MCO is required to send a letter to Customers any time they approve services beyond service cost maximums.

This is necessary so that Customers know that additional services are being provided because the MCO is choosing to offer them. Should the Customers return to Fee-For-Service or transfer to another MCO the additional services may not continue.

The universal letter that all MCOs agreed to use is included in this policy.

**Template for Uniform MCO Service Cost Maximum Letter**

[LETTER\_GEN\_DT]

—  
[RECIPIENT\_NAME]  
[ADDRESS1]  
[ADDRESS2]  
[ADDRESS3]  
[CITY], [STATE] [ZIP]

Dear [RECIPIENT\_NAME]:

Thank you for being a member of [Health Plan Name].

Right now, you are getting waiver services through [Health Plan Name]. These services help you stay in your home or community setting instead of a nursing home.

[Health Plan Name] is currently providing you with additional services above what was allowed under the Community Care Program (CCP) or the Home Services Program (HSP).

The purpose of this letter is to let you know that you may not receive the same amount of services if you switch to another health plan or receive services directly from the State through CCP or HSP.

Please call us if you have any questions.

Sincerely,  
[Health Plan Name]

**Policy History General  
General Contract Monitoring  
Uniform MCO Service Cost Maximum Letter**

<b>Date</b>	<b>Action</b>	<b>Policy Originator</b>
June 2019	Contract Clarification	Lauren Tomko
August 2023	Revision	Lauren Tomko
April 2024	Revision	Bonnee Hartman

<b>Policy Revisions</b>	<b>Revision Approved</b>
October 2023	Laura Ray
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