



## Provider Reimbursement Information

- HealthLink will continue to process claims for benefit determinations for all State plans without interruption.
- HealthLink will post regular updates to its website at [www.healthlink.com](http://www.healthlink.com)

### **UPDATE: 11/01/11 Update – State of Illinois account update:**

- Effective **November 1, 2011**, there has been an additional **3 week delay** in releasing funds for group **160000 (State of Illinois)**, for a total of a **21 week delay in payment**.
- ALSO, group **160003 (College Insurance)** has reached an additional payment delay of **3 weeks** for a total of a **7 week delay in payment**.
- HealthLink checks for groups **160001 (Local Government)** and **160002 (Teachers Retirement)** are currently being released weekly and payments for these groups are expected to continue at the normal payment cycle.
- **Notice:** HealthLink Members may receive an explanation of benefits (EOB) prior to Providers receiving remittance advice (EOP) due to the funding delay. The remittance advices will be released with each check. **If you are in need of an EOB for secondary submission prior to release of a check; please contact HealthLink Customer Service at 800-624-2356.**