



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

UPDATE: 10/16/09 at 1 p.m. – State of Illinois account update:

- On **October 2, 2009**, HealthLink released checks for group 160000 (State of Illinois) up to **August 31, 2009**.
- Effective **October 2, 2009**, HealthLink claim payment for the State of Illinois for group 160000 (State of Illinois) **check runs beginning September 7, 2009, and forward will be on a 14 week delay**.
- On **October 2, 2009**, HealthLink released checks for groups 160001 (Local Government); 160002 (Teachers Retirement) and 160003 (College Insurance) up to **September 28, 2009**. **Payments for these groups are expected to continue at the normal payment cycle**.
- If you are holding a check that has only been presented once to your bank; funds are available for you to re-present to your bank. If your bank will not accept the re-presented check, **send the original check** to HealthLink's Finance Department at the address listed below so we can void and reissue.
- If your bank has voided the check after one return **send the original check** to HealthLink's Finance Department at the address listed below so we can void and reissue.
- If you have presented a check to your bank more than once, those checks are void and should be destroyed. On July 17, 2009, HealthLink voided and reissued those checks.
- If you have incurred fees with your bank as a result of a returned check **send a copy of the bank document** that shows the return charge to HealthLink's Finance Department at the address listed below:

HealthLink, Inc
Attn: Finance Department
1831 Chestnut Street
St. Louis, MO 63103