

**RESOURCES FOR ASSISTANCE WITH DCFS MEDICAID BILLING
PLEASE NOTE THAT THIS DOES NOT APPLY TO SASS BILLING
FOR SERVICES JULY 1, 2004 AND AFTER**

MBS Technical Support **(217) 524-3560**

- For technical questions about the software—e.g., installation, re-installation, system problems following a computer crash, steps to take when moving MBS/CMBS from one computer to another, transmission of data.

Central Payment Unit

- Bedhold Issues: **(217) 782-7043**
For questions regarding bedhold issues for Group Home, Institution, TLP, and ILO placements. If a Medicaid billing is rejecting for a timeframe that a bedhold has been submitted, contact CPU. CPU will confirm whether the bedhold has been processed, or advise of additional action to be taken by the provider to complete the process.

- Placement/Contract/Payments on the Board System: **(217) 524-8411**
(Supervisor)

If a Medicaid billing has rejected due to the Board System not matching the billing submitted, contact CPU. CPU will advise whether payment has been made by the Board System for the specific case, contract, and period of time.

- Medicaid Spreadsheet: **(217) 557-7136**
(Manager)

For questions related to the Medicaid spreadsheet.

Regional Contract Liaisons

- For questions about Medicaid counseling payments.

The Infant-Parent Institute

Champaign: (217) 352-4172

Matteson: (708) 503-8431

- For any billing issues not specified above, including questions about how to use the software and how to correct billing errors.
- For questions about Medicaid Part 132 implementation.