

**The State of Illinois is facing a difficult and unprecedented funding situation which has significantly impacted the State Employees' Group Insurance Program through the delay of claim payments under the Quality Care Health Plan and the Quality Care Dental Plan. A brief explanation of the cause of the delay of claim payment for the Quality Care Health Plan and Quality Care Dental Plan is presented below.**

**Quality Care Health Plan (QCHP):**

The State of Illinois' Quality Care Health Plan is a self-insured plan with funding provided through legislative appropriations, State revenue and a small amount of employee premiums. Funding availability is based on State revenue, which fluctuates from month to month. At this time funds remain insufficient to pay claims on a normal schedule, and we cannot estimate when a regular payment schedule will resume. Claim payments will be released according to the *claim process date* and available funding. CIGNA, the claims administrator, continues to process claims in a timely manner, but release of claims must be held until revenue is available. Interest in the amount of 9% is paid to healthcare providers on health claims that take longer than 30 days from the receipt of a complete claim submission to pay (interest amounting to less than one dollar is not paid). If you decide to make arrangements with your provider to pay the outstanding balance or establish a payment plan, your provider will reimburse you after they receive payment from CIGNA. *It is your responsibility to make reimbursement arrangements with your provider.*

Claims processed through 08/26/09 have been released to QCHP-contracted providers.\*

Claims processed through 07/29/09 have been released to non-QCHP-contracted providers.\*

**Quality Care Dental Plan (QCDP):**

The State of Illinois' Quality Care Dental Plan (QCDP) is a self-insured plan with funding provided through legislative appropriations, State revenue and a small amount of employee premiums. Members may seek treatment from any dentist and claim payment is based on a dental Schedule of Benefits. *Only dental codes listed on the Schedule of Benefits* are covered under the QCDP. Funding availability is based on State revenue, which fluctuates from month to month. At this time funds remain insufficient to pay claims on a normal schedule. Claim payments will be released according to the *claim process date* and available funding. CompBenefits, the claims administrator, continues to process claims in a timely manner, but release of claims must be held until revenue is available. Interest in the amount of 9% is paid to providers on dental claims that take longer than 30 days from the process date to pay (interest amounting to less than one dollar is not paid). If you decide to make arrangements with your provider to pay the outstanding balance, or establish a payment plan, your provider will reimburse you after they receive payment from CompBenefits. *It is your responsibility to make reimbursement arrangements with your provider.*

QCDP claims processed through 11/25/09 have been released to providers.\*

\*This information will be updated when the release date changes.