

August 21, 2017

#### Sept. 1 Appeals Deadline

This memo provides an update on the status of the Land of Lincoln Mutual Health Insurance Receivership and run out activities:

As members may be aware, Land of Lincoln Mutual Health Insurance Company was placed into liquidation effective October 1, 2016 based upon an Agreed Order of Liquidation entered by the Circuit Court of Cook County. Effective as of the liquidation date, involvement by the Illinois Life & Health Insurance Guaranty Association was triggered.

During the wind-down process, the Guaranty Association has assumed responsibility for responding to provider inquiries regarding claims, appeals and status of open Accounts Receivables. This process has also included prior outreach to providers outlining the process for requesting a review of open accounts.

While in many cases providers have opted to submit individual claim appeals on the required appeal form, IHA was able to ensure that directions provided by the Guaranty Association to providers would also include electronic options for those providers with a significant number of outstanding claims.

The Guaranty Association has the following reminders:

- All claims appeals must be submitted to the Guaranty Association no later than September 1, 2017.
- For those providers submitting appeals electronically, the Guaranty Association developed a common Excel spreadsheet along with instructions and a Frequently Asked Questions (FAQ) document to provide clarity around the process.
- If you have questions on the electronic claim form or on the process, contact LaVonda Deahl at 312-948-5640 or at [ldahl@landoflincolnhealth.org](mailto:ldahl@landoflincolnhealth.org)

IHA will be communicating with the Guaranty Association during the month of August to assess the completeness of process and identify any significant open issues to be addressed on behalf of IHA members.

For a copy of the Illinois Life & Health Guaranty Association letter to providers, [click here](#).

For a copy of the Frequently Asked Questions (FAQs) document, [click here](#).

For a copy of the electronic filing form, [click here](#); and instructions, [click here](#).

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