

Dear Provider:

The Division of Mental Health met with the Department of Healthcare and Family Services, Bureau of Behavioral Health (HFS/BBH) because both offices have seen an increase to questions about IMPACT enrollment. BBH advised that the best guidance on many of these issues can be found in the front of the HFS Community Based Behavioral Services Handbook. The Handbook can be found at:

<https://www.illinois.gov/hfs/SiteCollectionDocuments/102218CommunityBasedBehavioralServicesHandbook.pdf>

The Handbook guidance includes the best route for sending any further questions the reader may have. The text from the Handbook concerning this is as follows:

“Inquiries regarding coverage of a particular service or billing issues may be directed to the Bureau of Professional and Ancillary Services at 1-877-782-5565. Questions regarding the policies or service requirements outlined within this Handbook may be directed to the Bureau of Behavioral Health at 217-557-1000 or HFS.BHCompliance@illinois.gov.”

Thank you.