

IL Provider Self-Service Reporting in IntelligenceConnect (IC)

Updated April 2025

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General Info and Types of Reports

Variety of reports available accessible via ProviderConnect:

- Registration

- IL Active Consumer Registration Reporting - active on date report is ran

- IL Closed Consumer Registration Reporting - closed within a date range

- IL Expiring Consumer Registration Reporting - expiring within X number of days


- IL Open Expired Consumer Registration Reporting – expired registrations that have not been closed

- Claims- please use **HFS Claims Reporting** for Claims after 7/1/2011

**A tipsheet with field descriptions is housed within IntelligenceConnect. The data is refreshed every Monday.
If you are getting a blank screen, please ensure you are not using a VPN when trying to access reports.**



Accessing Reports



Home

Specific Member Search

Register Member

Authorization Listing

Enter an Authorization/Notification Request

View Clinical Drafts

Claim Listing and Submission

Enter a Special Program Application

Enter Case Management Referral

Complete Provider Forms

Enter a Comprehensive Service Plan

Review Referrals

Enter Bed Tracking Information

Search Beds/Openings

Weekly Behavior Analysis Measures

EDI Homepage

Enter Member Reminders

Reports

Print Spectrum Release of Information Form

ABA Availability Survey

My Online Profile

My Practice Information

Provider Credentialing Application

Provider Data Verification

Compliance

Handbooks

Forms

Network Specific Information

Education Center

Contact Us

Switch Account

Carelon Behavioral Health Home

Provider Home

Contact Us

Log Out

Welcome

Thank you for using Carelon Behavioral Health ProviderConnect.

EAP claims for Home Depot members can be submitted on the [Anthem Provider Portal](#). Please refer to the confirmation packet for more information.

YOUR MESSAGE CENTER (1 NEW) Message

Click on inbox to view your messages

WHAT DO YOU WANT TO DO TODAY?

Link/Unlink Accounts NEW

Eligibility and Benefits

- Find a Specific Member
- Register a Member

Enter or Review Authorization Requests

- Prior Authorization Listing for Concurrent Review, Step/Transfer Review, or Discharge
- Enter an Authorization/Notification Request
- Enter a Service Request
- Enter a Claim

Enter Member Reminders

Enter Case Management Referral

CLINICAL SUPPORT TOOLS

Print Spectrum Release of Information Form

YOUR NEWS & ALERTS

INBOX

SENT

Enter or Review Claims

- Review a Claim
- View My Recent Provider Summary Vouchers
- PaySpan

Enter or Review Referrals

- Review Referrals

Enter Bed Tracking Information

Search Beds/Openings

Update Demographic Information

Update Roster Information

Update ABA Paraprofessional Roster Information

View My Recent Authorization Letters

Complete Provider Forms

Review Crisis Stabilization Referrals

Williams Transition Outcome Tracking Information

Click on Reports at the left of the screen.

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IntelligenceConnect Home Tab

Public Folders / IL PROVIDER CONNECT /						
Personal Folders	<input type="checkbox"/>	Title	★	Type	Description	Last Updated
My Subscribed Alerts	<input type="checkbox"/>	Claims Reporting		Folder		Sep 27, 2013 12:45 PM
Public Folders	<input type="checkbox"/>	HFS Claims Reporting		Folder		Dec 13, 2011 4:35 PM
> IL PROVIDER CONNECT	<input type="checkbox"/>	Registration Reporting		Folder		Mar 20, 2009 11:45 AM
	<input type="checkbox"/>	Field Descriptions - IL Claims ...		Adobe Acrobat	Provides descriptions for the fields included in the IL Clai...	Sep 27, 2013 11:25 AM
	<input type="checkbox"/>	Field Descriptions - IL Claims ...		Adobe Acrobat	Provides descriptions for the fields included in the IL Clai...	Jan 31, 2013 3:41 PM
	<input type="checkbox"/>	Field Descriptions - IL Consu...		Adobe Acrobat	Provides descriptions for the fields included in the IL Con...	Jan 31, 2013 3:41 PM
	<input type="checkbox"/>	Field Descriptions - IL Consu...		Adobe Acrobat	Provides descriptions for the fields included in the IL Con...	Jan 31, 2013 3:41 PM
	<input type="checkbox"/>	IL IntelligenceConnect Report...		Adobe Acrobat	Provides a listing of available reports and their descriptio...	Jan 31, 2013 3:41 PM
	<input type="checkbox"/>	Provider Guide to Intelligence...		Adobe Acrobat	Provides detailed instructions for accessing and scheduli...	Nov 18, 2014 1:19 PM
	<input type="checkbox"/>	Warrant Payment Link Report...		Adobe Acrobat		Mar 22, 2011 5:34 PM

On this page you can see the report folders for Claims Reporting, HFS Claims Reporting, and Registration Reporting. Also, there are documents with dataset field descriptions and instructions to use Intelligence Connect. You can click on the arrow to the left of IL PROVIDER CONNECT to see the folders show up below it or you could click on the title Claims Reporting, HFS Claims Reporting, or Registration Reporting to open the folders and see the reports available within the folder.

Running a Report

The screenshot shows the SAP S/4HANA interface. The left sidebar displays the folder structure: Public Folders > IL PROVIDER CONNECT > HFS Claims Reporting. A yellow arrow points from the 'HFS Claims Reporting' folder to the main table area. The main table displays a list of reports under the 'HFS Claims Reporting' folder, including 'ICG Provider Payment Report - ProviderConnect - HFS', 'IL Claims Detail Data Set - HFS', 'IL Report of Approved Claims by Submission Date - HFS', and 'IL Report of Denied Claims by Submission Date - HFS'. The table has columns for Title, Type, Description, and Last Updated.

Title	Type	Description	Last Updated
ICG Provider Payment Report - ProviderConnect - HFS	Crystal Reports 2020	Report to help facilitate payment reconciliatio...	May 31, 2018 4:10 AM
IL Claims Detail Data Set - HFS	Crystal Reports 2020		Mar 6, 2025 4:15 AM
IL Report of Approved Claims by Submission Date - HFS	Crystal Reports 2020		Nov 30, 2019 4:19 AM
IL Report of Denied Claims by Submission Date - HFS	Crystal Reports 2020		Jul 18, 2019 4:15 AM

Click to choose either HFS Claims Reporting or Registration Reporting

Select Ellipses, Schedule

Public Folders / IL PROVIDER CONNECT / HFS Claims Reporting /

Personal Folders

My Subscribed Alerts

Public Folders

IL PROVIDER CONNECT

- Claims Reporting
- HFS Claims Reporting
- Registration Reporting

Title	Type	Description	Last Updated
ICG Provider Payment Report...	Crystal Reports 2020	Report to help facilitate payment reconciliation for ICG ...	May 31, 2018 4:10 AM
IL Claims Detail Data Set - HFS	Crystal Reports 2020		Mar 6, 2025 4:15 AM
IL Report of Approved Claims ...	Crystal Reports 2020		Nov 30, 2019 4:19 AM
IL Report of Denied Claims by...	Crystal Reports 2020		Jul 18, 2019 4:15 AM

After clicking on HFS Claims Reporting, click on the ellipses (3 dots) to the right of the report you would like to run and then select Schedule.

View

Properties

Copy Opendoc Link

Schedule

Mobile Properties

History

Categories

Mark As Favorite

Details

Organize

Schedule Instance

SAP

Schedule

Search

Notifications

Help

G

Schedule

General

Report Features

Instance Title

Title*

IL Claims Detail Data Set - HFS

Recurrence

Run Report:

Now

Now

Once

Recurring

Calendar

Wait For

Scheduling Server Group

Default Server

Use first available server

Run at origin site

OFF


Choosing Now will run the report now.
Once will run it at a date/time you choose.
Recurring you can set it to run weekly on a specific day at a specific time and set an end date so it will not run anymore.
Calendar is unavailable to use and if you click on it you will receive a Warning stating there are no calendars.

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Recurring Instances

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Schedule ▾

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Schedule

General ▾

Report Features ▾

Instance Title

Title *

IL Claims Detail Data Set - HFS

Recurrence

Run Report:

Recurring ▾

Repeat:

Weekly ▾

On:

Su

Mo

Tu

We

Th

Fr

Sa

Start Date:

Mar 26, 2025, 3:13:48 PM 📅

End Date:

Mar 26, 2035, 3:13:48 PM 📅

Allow Retries

☐ OFF

Events

Wait For

☐ Any Event Trigger

When completing a Recurrence, weekly or monthly are the most used for Repeating. Pick the day of the week you would like it to run and then set the start date and time. If running on a Monday, please do not set it to run prior to Noon (12:00pm). Please feel free to change the end date to be closer to the Start Date. There is nothing from Events and below that you will need to complete.

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Prompts

Home

SAP®

Schedule ▾

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Schedule

General ▾

Report Features ▾

Instance Title

Title*

IL Claims Det

Recurrence

Run Report:

Recurring ▾

Repeat:

Weekly ▾

On:

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Sa

Start Date:

Mar 26, 2025, 3:13:48 PM

End Date:

Mar 26, 2035, 3:13:48 PM

Allow Retries

OFF

Events

Wait For

Any Event

Trigger

Scheduling Server Group

Once you've completed setting when you want the report, we will move over to Report Features. There are only 2 features you need to review and complete, Prompts and Formats. Click on Prompts first.

Prompts (continued)

SAP

Schedule

Search

Notifications

Help

User

Schedule

GeneralReport Features

Prompts

IL Claims Detail Data Set - HFS

Edit Values...

Name	Value
Provider*	[No Value]
Consumer*	[No Value]
Service Code*	[No Value]
Date Type*	Service Date
Start Date*	[No Value]
End Date*	[No Value]
Status*	Approved

Formats

Microsoft Excel - Data Only (XLS)

Use the export options defined in the report: OFF

Set Column Width

Column width based on objects in the: Details1

Constant column width (in points): 36

Export object formatting: ON

Prompts that must be completed will have a red asterisk next to them. To set these click on Edit Values

Edit Values

Prompt Summary

✓ *Enter Provider Number (* for ALL): *

✓ *Please enter Member number (* for ALL): *

✓ *Enter Service Code (* for ALL): *

✓ *Enter Date Type: Service Date

✓ *Enter Start Date (YYYYMMDD): 20,240,701

✓ *Enter End Date (YYYYMMDD): 20,250,630

Prompts

Select values for prompts

Actions

✓ *Please enter Member number (* for ALL):

Enter a value

Selected Values

* x

✓ *Enter Service Code (* for ALL):

Enter a value

Selected Values

* x

✓ *Enter Date Type:

Service Date

✓ *Enter Start Date (YYYYMMDD):

20240701

✓ *Enter End Date (YYYYMMDD):

20250630

On this page you can Enter a Value (if available) and hit the + sign or you could hit the double page icon for available values to choose from (see next slide for example). Click OK once all necessary prompts have been completed.

See next slide for example

Previous Slide Example

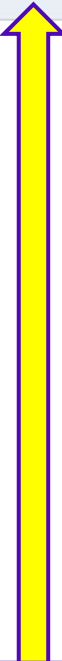
Enter Date Type:

Search

Q

☒ 1

Value	Description
Service Date	
Received Date	



When choices are available, they will be listed here. If you are able to pick more than one, a checkbox will appear to the left of the value. Otherwise click on your choice, then you will be returned to previous screen to continue.

Format

SAP

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Schedule

Crystal Reports

Crystal Reports (RPTR)

PDF

Microsoft Excel (XLSX)

Microsoft Excel (XLS)

Microsoft Excel - Data Only (XLSX)

Microsoft Excel - Data Only (XLS)

Microsoft Word (RTF)

Rich Text Format (RTF)

Microsoft Word - Editable (RTF)

Plain Text (TXT)

Paginated Text (TXT)

Tab Separated Text (TTX)

Separated Values (CSV)

XML

mHTML

Microsoft Excel - Data Only (XLS)

Use the export options defined in the report: OFF

Set Column Width

Column width based on objects in the: Details 1

Constant column width (in points): 36

Export object formatting: ON

Schedule

Close

Once you click okay on the previous screen (slide 11), You will see the prompts completed. Now you should go down to formats and pick how you would like the report formatted. Claims reports are usually formatted as an Excel, Registrations reports as a PDF. Once you've completed your format pick go to the lower right corner and click on schedule.

Successful Instance

The screenshot shows the SAP S/4HANA report history interface. At the top, there is a header bar with the SAP logo, a 'History' dropdown, and navigation icons. Below the header, the instance title 'IL Claims Detail Data Set - HFS' is displayed. A table lists the report instances. The first instance, 'IL Claims Detail Data Set - HFS', is highlighted in red and has a status of 'Success'. A red box highlights the auto refresh button (a circular arrow icon) in the top right corner of the table. A yellow arrow points from the red box to the 'View' button in the context menu that appears when the ellipsis is clicked. A large blue text box with white text is overlaid on the table, providing instructions on how to turn off auto refresh and how to view the report.

Title	Type	Status	Instance Time	Locale	Parameters
IL Claims Detail Data Set - HFS	Adobe Acrobat	Success	Mar 26, 2025 5:04 PM		*; *; *; S...; 20,240,701.00; 20,250,...

The red arrow above points to an auto refresh button. If you find you are having mouse movement issues, please press the icon in the red box to turn off auto refresh. The icon next to the red box is the refresh button if you'd like to refresh it press that. Once you see the Status of Success click on the ellipses to the right of the report that just ran and click on view.

Changes to Recurrence

To see or make changes to a Recurring instance you would need to Click on the ellipses on the right of the report to see the menu and click on History. Then you would click on the ellipses to the right of the Recurrence and from there you can change the recurrence by clicking on reschedule.

Title	★	Type	Description	Last Updated
ICG Provider Payment Report...		Crystal Reports 2020	Report to help facilitate payment reconciliation for ICG ...	May 31, 2018 4:10 AM
IL Claims Detail Data Set - HFS		Crystal Reports 2020		Mar 26, 2025 5:17 PM
IL Report of Approved Claims ...		Crystal Reports 2020		Nov 30, 2019 4:19 AM
IL Report of Denied Claims by...		Crystal Reports 2020		Jul 18, 2019 4:15 AM

- View
- View Latest Instance
- Copy Opendoc Link
- Properties
- Schedule
- Mobile Properties
- History
- Categories
- Mark As Favorite
- Details
- Organize

Reschedule Recurrence

History



Search

Notifications

Help

G

Instance Title: IL Claims Detail Data Set - HFS

<input type="checkbox"/>	Title	Type	Status	Instance Time	Locale	Parameters	
<input type="checkbox"/>	 IL Claims Detail Data Set - HFS	Microsoft Excel	✓ Success	Mar 26, 2025 5:24 PM		*; *; *; Service Date; 20,240,701.00; 20,250,...	...
<input type="checkbox"/>	 IL Claims Detail Data Set - HFS	Microsoft Excel	🕒 Recurring	Mar 26, 2025 5:15 PM		*; *; *; Service Date; 20,240,701.00; 20,250,...	...

Run Now

Reschedule

Details

If you set up a recurrence it will show in list where you can also view your successful report runs. If you need to make a change to the recurrence you can click on the ellipses and select reschedule to make any changes.

Saving Changes to Recurrence

Home

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Schedule

General

Report Features

Instance Title

Title*

IL Claims Detail Data Set - HFS

Replace

Replace:

Replace existing schedule

Create new schedule from existing schedule

Recurrence

Run Report:

Recurring

Repeat:

Monthly

Every:

1

Month (s)

Start Date:

Mar 26, 2025, 5:14:12 PM

End Date:

Mar 26, 2035, 5:30:12 PM

Allow Retries

OFF

Schedule

Close

Make sure if you want to save the changes you change from “Create new schedule from existing schedule” to “Replace existing schedule”. If you don’t there will be multiple recurrences occurring. Click on Schedule.

Viewing Scheduled Report

SAP

History

Instance Title: IL Claims Detail Data Set

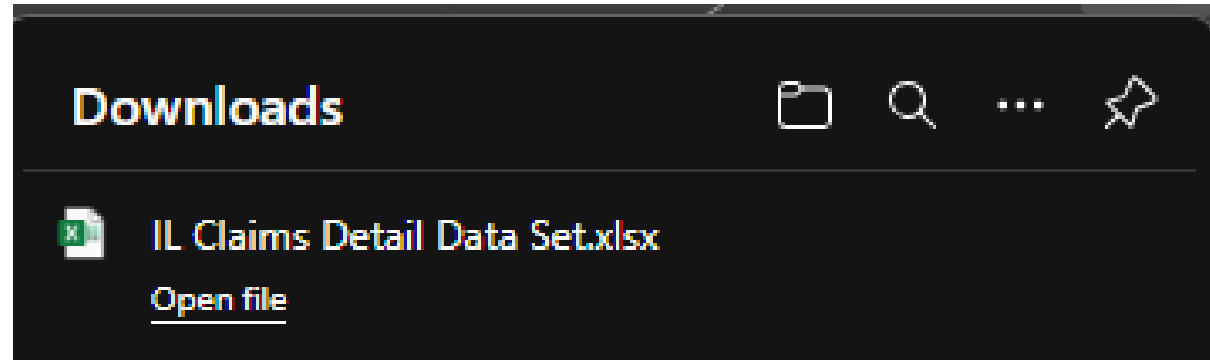
Title	Type	Status	Instance Time	Locale	Parameters
IL Claims Detail Data Set	Microsoft Excel	Success	Mar 21, 2025 10:30 AM		*; *; *; Service Date; 20,240,701.00; 20,250,6...
IL Claims Detail Data Set	Microsoft Excel	Recurring	Mar 21, 2025 10:25 AM		*; *; *; Service Date; 20,240,701.00

On row with Success, click on Ellipses to be able to click on View.

- View
- Copy Opendoc Link
- Run Now
- Reschedule
- Details

Close

Viewing Scheduled Report (continued)



Click on the open file link.

Completed Report

[illegible]

This is what the report would look like. This example is blank for confidentiality purposes.

Running a Report- Quick Steps

- Expand the Public Folders list, expand or click on IL PROVIDER CONNECT
- Select either HFS Claims Reporting or Registration Reporting
- Select the report to run and click on ellipses to the right of the report name (three dots)
- Select “Schedule”
- Click on Prompts (see page 10 and 11)
- Complete ALL Prompts
- If necessary, Format output
- Click on Schedule



Reminders/Best Practices

- Reports available for one week (7 days)
- No [EMPTY] prompts
- Enter prompts in format indicated
- Refreshed data available Monday
- Run recurring instances only once a week
- If your reports show a blank screen, try accessing without a VPN connection
- www.illinoismentalhealthcollaborative.com then Click **For Providers**



Who to Contact

- e-Support Help Desk ○ (888) 247-9311 ○
- EDI-ProviderSupport@carelon.com or illinoispci@carelon.com
- Questions that are out of the scope for the e-Support Helpdesk will be forwarded to the Collaborative reporting staff for resolution.

