



# Provider Notice

March 31, 2026

## Transition to Availity Provider Portal

**Effective April 21, 2026, CountyCare Health Plan will transition the provider portal to Availity.**

CountyCare is committed to improving the provider experience by offering a more efficient and streamlined platform for accessing key tools and resources. As part of this commitment, CountyCare is transitioning to the Availity provider portal—a widely used, multi-payer platform that allows providers to access multiple health plans in one place.

Beginning April 21, 2026, providers will access CountyCare information and perform key functions through the Availity provider portal, including:

- Eligibility and benefits verification
- Claims status inquiries
- Prior authorization submissions and status checks (through a single sign-on to Identifi)
- Access to remittance information
- Secure messaging and communication
  - *Please note, secure messaging for provider claim inquiries on the current provider portal will be disabled beginning April 16, 2026*

To ensure uninterrupted access to CountyCare information:

- [Register](#) for an Availity account (if not already registered with another health plan).
  - Providers can review Availity training videos on Availity's website.
  - If your organization is already registered, beginning April 21, 2026, you can access CountyCare within the Availity portal.
- Ensure appropriate staff have portal access.

CountyCare values your partnership and looks forward to enhancing your experience through Availity. For answers to frequently asked questions, [click here](#).

### Contact Us

Thank you for working with us to ensure CountyCare members receive quality care at the right time and in the right setting. If you have any questions or would like additional information, please contact CountyCare Provider Services at 312-864-8200. For CountyCare Provider Relations, email [countycareproviderservices@cookcountyhhs.org](mailto:countycareproviderservices@cookcountyhhs.org) or your assigned Provider Relations Representative.