



Provider Notice

June 2026

Cochlear Implant Prior Authorization Requirement

CountyCare Health Plan is committed to providing efficient, consistent and high-quality utilization management (UM) experiences for both members and providers. This communication serves as advance notice of upcoming prior authorization (PA) requirements for cochlear implant services.

Effective Sept. 1, 2026, the following procedures will require prior authorization:

Code Type	Code	Description
CPT	69930	Cochlear device implantation, with or without mastoidectomy
HCPCS	L8614	Cochlear device, includes all internal and external components

Requests will be reviewed for medical necessity using nationally recognized criteria (InterQual). The CountyCare prior authorization form (found on countycare.com/providers under prior authorization) should be completed and include any supporting clinical documentation, such as:

- Audiology testing results
- Documented hearing aid trial
- Specialist evaluation (e.g., ENT/audiology)

This notice is intended to provide guidance for in-network providers. All out-of-network requests are subject to prior authorization. Out-of-network requests may be redirected to an in-network provider whenever possible and will be subject to physician review.

How to Request Prior Authorization

- **Provider portal (preferred method – in-network providers only):** Submit requests via the CountyCare [provider portal](#) for a quicker response.
- Phone: Call 312-864-8200, option 3 or 855-444-1661, option 3.
- Fax: Please review the provider manual available at www.countycare.com for fax numbers and details.

Information on authorization codes can be found on CountyCare’s Prior Authorization Look-Up Tool at www.countycare.com/providers.

Contact Us

Thank you for working with us to ensure that CountyCare members receive quality care. If you have any questions or would like additional information, please contact CountyCare Provider Services at countycareproviderservices@cookcountyhhs.org or your assigned provider relations representative. You can also reach CountyCare Provider Services by phone at 312-864-8200, option 3.