



PRIOR AUTHORIZATION SUBMISSION CHECKLIST

REMINDER - there are multiple ways to request Prior Authorization (PA):

- Contracted providers can submit requests via the [CountyCare Provider Portal](#) for a faster response time (preferred method)
- Via phone by calling 312-864-8200, option 4
- Via fax **Inpatient:** 1-800-856-9434; **Outpatient:** 1-866-209-3703; **BH:** 1-800-498-8217

The CountyCare Provider Portal is designed to give you real-time access to valuable information about your CountyCare members and easily request and review prior authorizations. CountyCare has developed a checklist to ensure the fastest review and response time for prior authorization requests.

DON'T	DO	IMPACT
Provide 'Main Number' of your organization	Provide Direct Phone Number for PA requestor	Causes delayed review of your PA request when additional information is needed to process your request
Leave 'Fax Number' field blank*	Provide Direct Fax for PA requestor	Causes delayed PA response and/or response sent to incorrect location *If fax number is not provided, response will be sent via mail
Submit your PA request with NO Clinical Documentation	Provide Clinical Documentation with your PA request	Causes delayed review of your PA request and possible denial due to lack of supporting documentation
Provide Frequency of Services for review period e.g. "twice a week, for 3 months"	Provide the number of units requested e.g. 24 units from 01/01/20-03/31/20	Causes delayed review of your PA request
Submit PA request for review period longer than 3 months*	Submit PA request for up to a 3-month review period*	Causes delayed review of your PA request



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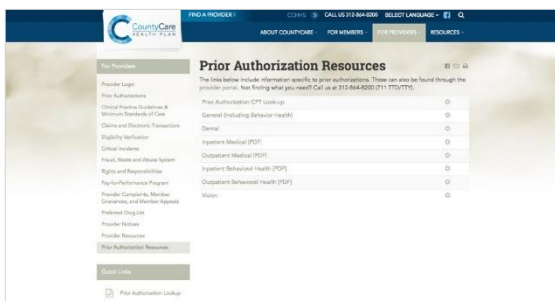
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DON'T	DO	IMPACT
<p>Add 'Notes' to existing PA to change and/or extend</p>	<p>Add 'Review' to request a change and/or extension to existing PA OR Call 312-864-8200 to request a change to an existing PA</p>	<p>'Notes' are not reviewed for closed PAs causing CC to miss requests to extend previously approved PAs</p>
<p>Submit PAs with incorrect predetermination (yes vs no)</p>	<p>Submit IP/OP PA with predetermination: 'no' if member is already admitted or if service was already rendered 'yes' if the member is not admitted and service is not yet rendered</p>	<p>Causes delayed review of your PA request</p>

***Excludes home oxygen for chronic lung diseases and custodial care**

Access to the CountyCare Provider Portal, additional educational materials and resources, including training presentations, can be found at: <http://www.countycare.com/providers/portal>

Additional information and resources regarding Prior Authorization, including forms, policies, a downloadable Procedure Code Look Up excel, and more can be found at: <http://www.countycare.com/providers/prior-authorization-resources>



Thank you for your continued service to CountyCare members.

Click here for a copy of this Provider Notice and all previous Provider Notices. Please visit the site frequently to get the most up-to-date information.

For general questions, please contact CountyCare Provider Services at ProviderServices@countycare.com or your assigned Provider Relations Representative.