



December 29, 2016
BH Network Notice

BEHAVIORAL HEALTH SERVICE NOTICE

This notice serves as follow-up to CountyCare's recent provider communications about Behavioral Health services.

- [Notice dated 9/30/16](#)
- [Letter dated 11/11/16](#)

As outlined in the above communications, the waiver of prior authorizations for out-of-network (OON) behavioral health (BH) services will end January 2, 2017. **After January 2nd, all OON BH providers must obtain prior authorization for all services to CountyCare members.**

If CountyCare has confirmed that your agency/practice will be offered a contract...

- Your agency/practice will be listed on the CountyCare website [CountyCare BH Network Providers](#). Please note, all medical homes are considered in-network for any behavioral health services that they offer.
- You should continue to serve CountyCare members while completing the contracting and credentialing process
- Ensure that you send your provider in-load template via email to Daujuana (DJ) Paramore at dparamore@cookcountyhhs.org by Friday 12/30/2016
- Starting 1/3/17, submit requests for services that require prior authorization as listed on [CountyCare.com Behavioral Health Services Prior Authorizations](#)
- Continue to work with Provider Relations to complete contracting and any required credentialing.

If CountyCare has not confirmed that your agency/practice will be offered a contract, or if you have decided not to pursue a contract...

- Contact Jeanne Klein at jklein2@cookcountyhhs.org or 312-864-0947 for a continuation of care agreement for any CountyCare members who are in a current episode of care with you and have not yet been transitioned to other providers
- Starting 1/3/2017, submit requests for Behavioral Health Services Prior Authorizations for **all services**

Prior Authorization Requests

- In-network providers may submit requests via the CountyCare Provider Portal for a quicker response. Visit [CountyCare Provider Portal](#) for details on how to sign up.
- Submit via phone by calling 312-864-8200, option 4.
- Submit via fax by visiting countycare.com for fax numbers and details.

Thank you for your 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.*