



## HCBS PROVIDER NOTICE: AUTHORIZATION CHANGES FOR WAIVER SERVICES

Dear CountyCare HCBS Provider,

CountyCare is excited to welcome the Aetna Better Health providers to the CountyCare network on 1/1/2018. Our #1 goal is the seamless transition of members to CountyCare as their new health plan. This notice is to inform Home and Community Based Service providers of CountyCare's plan to address the authorization of waiver services.

If you have questions about becoming a Participating Provider in the CountyCare provider network, please contact Brian Barrett, Manager of Provider Contracting, at 312-864-1180 or [brian.barrett@cookcountyhhs.org](mailto:brian.barrett@cookcountyhhs.org).

### SERVICES FOR COUNTYCARE MEMBERS WHO WERE PREVIOUSLY AETNA MEMBERS

- New CountyCare Health Plan members who were previously enrolled in Aetna Better Health Plan will keep their current care coordinators.
- CountyCare will honor all current prior authorizations until March 31, 2018 or until the service plan is updated, whichever comes first. You should continue to provide services to these waiver members in accordance with the current service plan. We are committed to preventing any service disruptions for these waiver members.

### COUNTYCARE HCBS SERVICE AUTHORIZATION CHANGES

- The requirement for prior authorization has been waived for waiver services in place as of 11/1/2017.
- Going forward, the CountyCare service plan you receive from the care coordinator will serve as your authorization. Service plan data will be used by CountyCare to pay claims, therefore authorization numbers will not be required for claims payment of any service on a valid CountyCare service plan.
- You should continue to provide services to CountyCare's waiver members in accordance with the service plan. We are committed to preventing any service disruptions for our waiver members and CountyCare will always honor the service plan.
- CountyCare care coordinators will continue to send the service plan directly to your agency. You may see more than one format for CountyCare HCBS service plans. Regardless of the format, the service plan will serve as your authorization.

### QUESTIONS AND COMMUNICATIONS

For general questions, please contact CountyCare Provider Services at 312-864-8200.

For questions about current CountyCare members and their HCBS service plans call 312-864-8200 and ask to be routed to the member's care coordinator or send a secure, encrypted email to [countycarewaivers@cookcountyhhs.org](mailto:countycarewaivers@cookcountyhhs.org).