



May 2019

Important Update to LTC and SLF Prior Authorizations

CountyCare is dedicated to providing our members with quality Long-term Care (LTC) services and supporting our Long-term Care Providers.

Effective June 1, 2019, CountyCare is removing the prior authorization requirement for the following:

- **Custodial care services** for LTC members; LTC members are residents of nursing facilities for over 90 days, are approved for Medicaid Service Package 2 as indicated on the Patient Credit File and in the MCO 834 eligibility file
- **Supportive living facility services** approved for the SLF waiver program.

Skilled care services at nursing facilities and **any services for non-LTC members** still require prior authorization. Requests MUST be submitted 24 hours BEFORE the admission date and time and continued stay requests. Requests submitted less than 24 hours of the admission date and time will NOT be accepted and be an administrative denial.

How to Request a Prior Authorization

Option 1	Online via the secure Provider Portal. Click HERE to access the portal.
Option 2	Download an authorization form by clicking on the appropriate link below and submit via fax to: Inpatient Prior Authorization Form : 1-800-856-9434 Outpatient Prior Authorization Form : 1-866-209-3703 IP/OP Behavioral Health Authorization Form : 1-800-498-8217
Option 3	Call us at 312-864-8200 option 5

For additional information regarding Long-Term Care, click [HERE](#) for a quick reference guide. You can also find additional resources by visiting the CountyCare website.

Contact Us

If you have any questions or would like additional information, please contact your Provider Relations Representative or CountyCare Provider Services by calling 312-864-8200, option 6 or by email at ProviderServices@countycare.com.