



NURSING FACILITY PROVIDER NOTICE: AUTHORIZATIONS FOR LONG TERM CARE SERVICES

Dear Nursing Facility Provider,

This notice is to inform Nursing Facility Providers of CountyCare's plan to address the authorization of Long Term Care services.

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 through March 31, 2018 or until the prior authorization expires, whichever is the latest date.** You should continue to provide services to these long term care members in accordance with their care plan. We are committed to preventing any service disruptions for these long term care members.
- **If you have sent a recent prior authorization request to extend an existing authorization, you will not receive a response as your prior authorization is extending.**
- During this transition phase, if you would like to request a detailed listing of the custodial care prior authorizations in place for your facility, please contact Provider Relations at providerservices@countycare.com and include the facility TIN and NPI in your request.

COUNTYCARE LONG TERM CARE/CUSTODIAL CARE SERVICE AUTHORIZATION CHANGES

- **All NEW custodial care prior authorization requests (one that did not exist prior to 1/1/2018) should be routed to CountyCare's Utilization Management Department by calling 312-864-8200, Option 5.**
- Effective 4/1/2018 the authorization of long term care services will be managed by the CountyCare care coordinators.
- You should continue to provide services to CountyCare's long term care members in accordance with their care plan. We are committed to preventing any service disruptions for our long term care members.
- CountyCare care coordinators will be working to establish and maintain relationships with our nursing facility residents, the clinical leads within each facility and establishing an individualized plan or care for each member.

QUESTIONS AND COMMUNICATIONS

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.

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

For questions about current CountyCare members and their care coordination services 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.