



February 5, 2018
New Prior Authorization Forms

PROVIDER NOTICE: NEW PRIOR AUTHORIZATION FORMS

NEW PRIOR AUTHORIZATION FORMS NOW AVAILABLE!

Effective March 1, 2018, CountyCare is requiring the use of updated Prior Authorization forms for Medical Inpatient, Medical Outpatient, and Behavioral Health Services. New Prior Authorization Forms for Medical and Behavioral Health Services were re-designed to help CountyCare and our providers more effectively and efficiently process prior authorization requests.

Please discard previous versions of these forms. The New Prior Authorization Forms are now available at <http://www.countycare.com/providers/prior-authorizations>. When requesting authorization, we require that you submit all relevant supporting clinical information for processing. All items noted with an asterisk must be completed on the form. If all required items are not completed, your request will be returned and not processed.

Previous versions of these forms will no longer be accepted after March 31, 2018. Authorization requests submitted on the old forms will be rejected and returned.

Participating providers also can submit initial authorization requests on the Provider Portal at <https://countycare.valencehealth.com/Login>. If the request is for an extension to existing authorization, these must be submitted via fax as these cannot be processed through the portal.

BEHAVIORAL HEALTH SERVICES PRIOR AUTHORIZATION FORM

Effective March 1, 2018, CountyCare is requiring use of the updated prior authorization form specific for Behavioral Health and Substance Use Disorder Services. This form includes symptom check boxes to help guide providers on required clinical documentation. In addition, the form asks for key contacts to help Utilization Management coordinate transition of care and care management in a timely manner.

ANCILLARY/DME PROVIDERS: SUBMISSION OF HFS-REQUIRED FORMS

Effective 10/1/2017, CountyCare began requiring submission of HFS-Required forms to UM with the prior authorization request for appropriate DME services. Please find the forms on our website at <http://www.countycare.com/providers/durable-medical-equipment>. After March 31, 2018, DME authorization requests missing the appropriate HFS required form will be rejected and returned to the provider.

RESOURCES

Please feel free to contact Provider Services, UM or Care Management to assist you.

Provider Services: (312) 864-8200, option 6.

UM Department: (312) 864-8200, option 5.

Care Management: (312) 864-8200, option 5 then 6.