



April 2019

CountyCare Primary Care Provider Policy Update

In an effort to improve continuity of care, we are revising our Primary Care Provider policy. All CountyCare members are receiving a new Member ID card due to a change of pharmacy benefit manager (“PBM”); MedImpact became the CountyCare PBM effect April 1, 2019. We are taking this opportunity to reinforce with all members that they are required to see their selected PCP for primary care services. This is the first of many member communications over the next several months. Patients requesting appointments with a PCP to whom they are not currently assigned should be redirected to their PCP of record or to CountyCare Member Services (312-864-8200) for assistance.

It is important to note that beginning late summer of 2019 Primary Care Providers will only receive payment for services to CountyCare members assigned to their panels. Although enforcement of this policy will not take place until later in the year, it is good practice to get in the habit of verifying the patient’s PCP of record during scheduling and at the time they present for an appointment. Please use the [CountyCare Provider Portal](#) or ask to see the member’s ID card to confirm the PCP listed on the card. A member can also confirm their PCP by calling CountyCare at 312-864-8200 or by logging into the CountyCare member portal, <http://www.countycare.com/members/portal>.

Members who want to change their PCP can do so at any time by:

- Logging on to the [CountyCare Member Portal](#)
- Calling CountyCare customer services at 312-864-8200
- Faxing a [PCP Change Request Form](#) to 312-548-9940

A PCP change requested the 1st – 31st of the current month will be effective the 1st of the following month. For example, change requests received January 1st – 31st are effective February 1st.

This change complements our updated [Pay for Performance Program](#). PCPs can earn bonuses when assigned patients get preventative care visits and flu shots. Click here to learn more about our [Pay for Performance Program](#).

More information to come on the upcoming policy update, including FAQ’s and additional talking points.

We value you as a partner and appreciate your support in our efforts to provide quality care to our members. If you have any questions, please call Provider Relations at (312) 864-8200, visit www.countycare.com, or reach out to your Provider Relations representative.

Thank you for your commitment to CountyCare.

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