



JUNE 2019

IMPORTANT MESSAGE REGARDING PROVIDER ACCOUNT INACTIVITY

Starting in June 2019, CountyCare will begin closing and deleting **inactive** or **duplicate** provider records as part of a systematic data integrity initiative. The data integrity initiative will mitigate billing inaccuracies, improve member engagement through better PCP assignment and update our provider directory.

- Provider accounts are considered inactive if they have no claim activity in the last twelve (12) months
- Provider accounts are considered duplicate due to variations in billing information
 - Ex. “Suite 500” and “Ste 500” or “123 W Main St” and “123 West Main Street”

An action step you can take to ensure your provider information is accurate and up-to-date is to complete a full Universal Provider Roster Template found [HERE](#). Submit the completed form via email to CountyCareProviderRosterSubmission@CookCountyHHS.com and copy your Provider Relations Representative. Remember to submit any additions, changes or deletions as necessary and send us a full roster, at a minimum, on a quarterly basis.

If you have questions or require further information, please contact your CountyCare Provider Relations representative at (312) 864-8200 or visit www.CountyCare.com