



PROVIDER NOTICE: AUTHORIZATION PORTAL ENHANCEMENT EFFECTIVE 7/1/2019

CountyCare is pleased to announce that we have enhanced our utilization management provider portal *Identifi Practice* effective July 1, 2019. This enhancement will improve your ability to view authorization status by allowing users to view authorization requests submitted by both rendering and requesting provider NPI.

Identifi Practice is supported by four browsers:

- Google Chrome*
- Firefox
- Internet Explorer
- MicroSoft Edge

*Please note that Google Chrome is the preferred browser, as it provides the best user experience for the web application.

QUESTIONS AND COMMUNICATIONS:

You can access the provider portal, educational materials, and links to training presentations here:

<http://www.countycare.com/providers/portal>

For general questions, please contact CountyCare Provider Services at ProviderServices@countycare.com or your Provider Relations Representative.

As always, thank you for your continued service to our members!