



## CountyCare Network Management Team

The Network Management Team is here to help our providers better serve their patients who are our members.

The goal of this team is to furnish you and your staff with the necessary tools to provide the highest quality of care and service to CountyCare enrolled members. Your Representative should be a first point of contact at CountyCare. He/she is a liaison to all other departments within CountyCare and will ensure that you and your staff have access to a wide range of resources, information, education and tools to support your practice.

### How to Contact Network Management?

|       | Contracted Provider Partners  | Non- Contracted Providers   |
|-------|---|---|
| Email | Your assigned Representative email address is in the table below. You are encouraged to schedule routine on-site meetings with your assigned Representative.  | Email <a href="mailto:ProviderServices@countycare.com">ProviderServices@countycare.com</a> The email queue is monitored, and issues are triaged to the appropriate expert for resolution. You will receive an email confirming that we have received and logged your issue within one business day. |
| Phone | Please contact CountyCare Provider Services at <b>312-864-8200, Option 6</b> . You can also use our Interactive Voice Response (IVR) system to verify eligibility. The Provider Services Representatives can assist you with eligibility and claim status. They can also connect you with your assigned Network Representative. |   |
| Fax   | Providers can fax us letters or information at <b>312-548-9940</b> . The fax queue is checked daily. Please allow 48 hours for a response. <b>Do not send claims, corrected claims, claim appeals, prior authorization, or clinical information to this fax number.</b>   |   |

### Top 5 Reasons to Contact your Network Representative

1. To schedule an orientation to CountyCare for new staff or for ongoing education for existing staff.
2. To learn how to use electronic solutions for authorizations, claims status, and eligibility verification.
3. To obtain clarification of policies and procedures or your provider contract.
4. To learn about HEDIS and other quality programs and initiatives.
5. To learn how your practice can grow with CountyCare.

### Who is my CountyCare Representative?

Representative assignments for hospital systems, health care organizations and specific provider types are listed in the grid below. If your do not see your organization listed don't worry. Please contact us at [ProviderServices@countycare.com](mailto:ProviderServices@countycare.com) and we will connect you to a Representative. **Please allow 48 hours for contact.**

| Representative                    | Email Address  | Provider Organizations  |
|-----------------------------------|--|---|
| <b>Tanisha Harvey</b>             | <a href="mailto:tharvey@countycare.com">tharvey@countycare.com</a>       | <ul style="list-style-type: none"> <li>• Ann &amp; Robert Lurie Hospital &amp; faculty practice providers</li> <li>• Sinai Health - Mount Sinai Hospital, Schwab Rehabilitation, Holy Cross &amp; affiliated medical groups</li> <li>• Northwestern Medicine hospitals &amp; medical groups</li> <li>• MetroSouth Medical Center &amp; affiliated physicians</li> <li>• Infinity Skilled Nursing Facilities</li> <li>• Alden Skilled Nursing Facilities</li> <li>• Little Company of Mary Hospital and affiliate physicians</li> <li>• Swedish Covenant Hospital &amp; Medical group</li> <li>• Roseland Hospital</li> <li>• University of Illinois Hospital, faculty practice providers &amp; Miles Square Clinic</li> </ul> |
| <b>Sabrina Rodriguez</b>          | <a href="mailto:srodriguez@countycare.com">srodriguez@countycare.com</a> | <ul style="list-style-type: none"> <li>• Rush Health hospitals &amp; affiliated medical groups</li> <li>• Northwest Community Hospital</li> <li>• Kindred Hospitals</li> <li>• Shirley Ryan Ability Lab</li> <li>• Skilled Nursing Facilities</li> <li>• Supportive Living Facilities</li> <li>• Home Care Agencies</li> </ul>  |
| <b>Diane Carreker</b>             | <a href="mailto:dcarreker@countycare.com">dcarreker@countycare.com</a>   | <ul style="list-style-type: none"> <li>• Pipeline Health - West Suburban, Louis A Weiss, Westlake Hospitals &amp; affiliated medical groups</li> <li>• MacNeal Hospital</li> <li>• St. Anthony Hospital &amp; Health Affiliates</li> <li>• University of Chicago Medical Center, Comers Children's, Ingalls Memorial Hospital &amp; affiliated medical groups</li> <li>• Advocate Healthcare</li> <li>• Amita Health</li> </ul>   |
| <b>Alejandrina (Gina) Godinez</b> | <a href="mailto:agodinez@countycare.com">agodinez@countycare.com</a>     | <ul style="list-style-type: none"> <li>• Saint Bernard Hospital &amp; Partners in Health PHO</li> <li>• Jackson Park Hospital &amp; affiliated medical group</li> <li>• South Shore Hospital</li> <li>• Shriners Hospital for Children</li> <li>• Apogee Health Partners</li> <li>• Oak Street Health</li> <li>• LaRabida Children's Hospital &amp; physicians</li> </ul>   |
| <b>Scott Krugel</b>               | <a href="mailto:skrugel@countycare.com">skrugel@countycare.com</a>       | <ul style="list-style-type: none"> <li>• DASA/CMHC's</li> <li>• Behavioral Health (BH) providers</li> <li>• All BH Hospitals (even if apart of larger Hospital System)</li> <li>• Behavioral Health Consortium (BHC) agencies &amp; providers</li> </ul>  |

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|--------------------------|--|--|
| <b>ReTonya Ulmer</b>     | <a href="mailto:rulmer@countycare.com">rulmer@countycare.com</a>           | <ul style="list-style-type: none"> <li>• Cook County Health &amp; Ambulatory Community Health Network (ACHN) clinics</li> <li>• Northshore University Health System &amp; medical group</li> <li>• Norwegian American Hospital &amp; Century PHO &amp; NAH medical group</li> <li>• Loretto Hospital</li> <li>• Thorek Memorial Hospital &amp; affiliated providers</li> <li>• RML Specialty Hospital</li> </ul> |
| <b>Nakia Elliott</b>     | <a href="mailto:nelliott@countycare.com">nelliott@countycare.com</a>       | <ul style="list-style-type: none"> <li>• Hospice</li> </ul>  |
| <b>Voytek Buczkowski</b> | <a href="mailto:vbuczkowski@countycare.com">vbuczkowski@countycare.com</a> | <ul style="list-style-type: none"> <li>• Mercy Hospital and affiliated physicians</li> <li>• Community First Medical Center</li> <li>• DME/Medical Supplies</li> <li>• Imaging Centers</li> <li>• Dialysis Facilities</li> <li>• Labs</li> </ul>   |
| <b>Bridgette Adams</b>   | <a href="mailto:badams@countycare.com">badams@countycare.com</a>           | <ul style="list-style-type: none"> <li>• Waiver Providers - HCBS &amp; MLTSS</li> </ul>  |

| <b>FQHCs &amp; ERCs</b>   |   |  |
|---|---|--|
| <b>Alejandrina Godinez</b>  |   |  |
| Access Community Health Network<br>Alivio Medical Center<br>Asian Human Services<br>Aunt Martha's Health & Wellness<br>Beloved Community Family Wellness<br>Chicago Dept. of Public Health<br>Chicago Family Health Center<br>Christian Community Health Center<br>Erie Family Health Centers | Esperanza Health Centers<br>Family Christian Health Center<br>Friend Family Health Center<br>Greater Elgin Family Care Center<br>Hamdard Center<br>Heartland Health Centers<br>Heartland Health Alliance<br>Howard Brown Health<br>Infant Welfare Society | Lawndale Christian Health Centers<br>Legacy Medical Care Inc.<br>Near North Health Service Corp.<br>PCC Community Wellness Centers<br>Pilsen Wellness<br>Prime Care Community Health<br>TCA Health Inc., NFP<br>VNA HealthCare |

Updated April 2019