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## SMART Act

Please be advised that as of 1/1/2018, CountyCare is implementing the Save Medicaid Access and Resources Together (SMART) act benefit limitation of no more than one medical detoxification admission every 60 days. Additional detoxification admissions within those 60 days will be denied.

## Current/Open Authorizations

All current and open authorizations for services issued prior to 11/1 will be honored by CountyCare. Please be advised that you will need to follow the CountyCare procedures for prior authorization once these authorizations expire or by 90 days.

You can complete a request for authorization three ways:

- Directly in the CountyCare secure provider portal (for in-network providers with login required),
- By downloading a prior authorization request form from our website at <http://www.countycare.com/providers/prior-authorizations> and faxing it back to us at the numbers listed, or,
- By calling our UM Department at (312) 864-8200, option 4.

## Continuity of Care

Regardless of network status, new members may continue to see their current provider for up to 90 days to complete a current course of treatment. This is to make sure that members do not experience an interruption in care. Please talk with your patients to ensure care is not disrupted and a smooth transition to a new provider is made, if required.

Prenatal patients who have initiated care with an out-of-network provider may continue care for the remainder of the pregnancy as well as postpartum follow up. If you are one of the out-of-network prenatal care providers, please ensure that all providers and facilities involved in the care submit requests for authorizations to CountyCare as soon as possible.



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If you would like to request continuity of care for your patients, please contact the Utilization Management department with your request. Please submit your requests as a prior authorization, along with clinical information and a treatment plan, marked as "Continuity of Care" to:

- By downloading a prior authorization request form from our website at <http://www.countycare.com/providers/prior-authorizations> and faxing it back to us at the numbers listed, or,
- By calling our UM Department at (312) 864-8200, option 4.

### 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. You may also contact care management teams directly by following the steps on the Find Your Member's Care Manager page of our website: <http://www.countycare.com/providers/find-your-case-manager>