

CountyCare Network Management Team



The Network Management Team's goal is to provide you and your staff with the necessary support to provide the highest quality of care and service to CountyCare enrolled members. Your Provider Relations (PR) Representative is your first point of contact at CountyCare. They are the liaison to all other departments within CountyCare and will ensure that you and your staff have access to a wide range of resources, education and tools.

How to Contact Network Management?

	Contracted Provider Partners	Non-Contracted Providers
Online	Effective 07/01/26, your assigned PR Representative is listed in the table below. If you do not know your assigned PR Representative, please contact CountyCareProviderServices@cookcountyhhs.org. Please allow up to 48 hours for a response. If you have a roster-related question, contact CountyCareProviderRosterSubmission@cookcountyhhs.org. If you have questions regarding an existing contract email CountyCareContracting@cookcountyhhs.org.	CountyCareProviderServices@cookcountyhhs.org This email queue is monitored and issues are triaged to the appropriate expert for resolution. Please allow up to 48 hours for a response. If you are a non-participating provider and want to join our network, submit an online request via cookcountyhealth.cobblestone.software/gateway/.
Phone	Please contact CountyCare Provider Services at 312-864-8200, option 3. 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 PR Representative.	

Top 5 Reasons to contact your PR Representative

1. Schedule a CountyCare Provider Orientation for new or existing staff.
2. Learn how to use electronic solutions for authorizations, claims status and eligibility verification.
3. Obtain clarification of policies and procedures or your provider contract.
4. Learn about HEDIS and other quality programs as well as CountyCare's [Pay-for-Performance](#) program.
5. Learn how your practice can grow with CountyCare.



Representative & Email	Provider Organizations
Diane Carreker DCarreker@countycare.com	• West Suburban Medical Center & affiliated medical groups • Weiss Memorial Hospital & affiliated medical groups • Loyola Medicine, MacNeal Hospital & affiliated medical groups • Loretto Hospital • St. Bernard Hospital • Saint Anthony Hospital & affiliated medical groups • South Shore Hospital • The New Roseland Community Hospital • Jackson Park Hospital & affiliated medical groups • LaRabida Children's Hospital
Semiranda Mulla Semiranda.Mulla@cookcountyhealth.org	• Cook County Health Hospitals & Ambulatory Community Health Network (ACHN) clinics • Endeavor Health ◦ NorthShore & affiliated medical groups ◦ Swedish Hospital & affiliated medical groups ◦ Edward Elmhurst Health & affiliated medical groups ◦ Northwest Community Healthcare • OSF Little Company of Mary & affiliated medical groups • Community First Medical Center • Shriners Children's • INSIGHT Hospital and Medical Center • University of Illinois Hospital, Miles Square Health Center & affiliated medical groups
Jeffrey Ray Jeffrey.Ray@cookcountyhealth.org	• University of Chicago Medical Center, Comer Children's, Ingalls Memorial & affiliated medical groups • Northwestern Medicine, Ann & Robert H. Lurie Children's Hospital & affiliated medical groups • Mount Sinai Hospital, Schwab Rehabilitation, Holy Cross & affiliated medical groups • Ascension • Thorek Memorial Hospital • Franciscan Alliance Health • Humboldt Park Health & affiliated medical groups • Prime Healthcare & affiliate medical groups
Sada Austin Sada.Austin@cookcountyhhs.org	• SUPR/CMHC/BHC/CCSO • Behavioral Health providers • Behavioral Health Hospitals • Illinois Health Practice Alliance (IHPA)
Darren Watkins Darren.Watkins@cookcountyhealth.org	• FQHCs and ERCs (see list below) • Oak Street Health • MHN ACO • Advocate Health Care & affiliated medical groups

Asia Posley Asia.Posley@cookcountyhealth.org	• Skilled Nursing Facilities • Supportive Living Facilities • Home Health Providers • Hospice Providers • Waiver Providers • Home & Community Based Services (HCBS)
Mir Mirjat Mir.Mirjat@cookcountyhealth.org	• DME • Labs • Imaging • Dialysis
Bonzell Combs Bonzell.Combs@cookcountyhealth.org	• PCPs (A-M) • Pharmacy
Tabatra Green Tabatra.Green@cookcountyhealth.org	• PCPs (N-Z) • Urgent Care Clinics • RUSH University System for Health & affiliated medical groups • LTAC Facilities ◦ Kindred Hospital Chicago ◦ RML Specialty Hospital
Eva Jones Eva.Jones@cookcountyhealth.org	• Specialists

FQHCs & ERCs - Darren Watkins		
Access Community Health Network	Erie Family Health Centers	Lawndale Christian Health Centers
Alivio Medical Center	Esperanza Health Centers	Legacy Medical Care Inc.
Asian Human Services	Family Christian Health Center	Near North Health Service Corp.
Aunt Martha's Health & Wellness	Friend Family Health Center	PCC Community Wellness Centers
Beloved Community Family Wellness	Greater Elgin Family Care Center	Pilsen Wellness
Chicago Dept. of Public Health	Hamdard Center	Primecare Community Health
Chicago Family Health Center	Heartland Health Alliance	Tapestry 360 Health
Christian Community Health Center	Howard Brown Health	TCA Health Inc., NFP
	Infant Welfare Society	VNA HealthCare

Please contact your assigned Provider Relations Representative first. Management contacts are available for escalation support when necessary.

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