



# Provider Notice

January 23, 2025

## **Physical, Occupational and Speech Therapy Services Authorization Changes**

CountyCare has partnered with Evolent (formerly National Imaging Associates, Inc.), to implement a new [prior authorization program](#). Evolent's Physical Medicine Solutions program is intended to help providers effectively deliver quality patient care.

**Effective March 1, 2025**, rehabilitative and habilitative physical medicine services will require prior authorization through Evolent prior to being rendered in an outpatient setting. This prior authorization management program applies to your **CountyCare Medicaid members of all ages**.

Evolent uses clinical criteria based on nationally recognized guidelines to promote evidence-based practices. Providers may begin contacting Evolent on March 1, 2025, to seek prior authorization for procedures scheduled on or after March 1, 2025.

**The Evolent program will apply to all specialties for the following non-emergent outpatient Physical Medicine services:**

- Physical therapy services
- Occupational therapy services
- Speech therapy services

Please keep in mind you will need to ensure that the member's therapy benefit has not been exhausted prior to providing services, even if an "Approved Authorization" has been obtained. This can be accomplished by calling CountyCare Provider Services at 1-312-864-8200.

Prior authorization requests can be submitted to Evolent:

- Via Evolent provider portal at [RadMD.com](https://www.radmd.com)
- Via telephone at 1-800-424-1732. Staff is available Monday - Friday from 7:00 a.m. to 7:00 p.m. CST.

[RadMD](#) offers providers the ability to:

- Request prior authorization and verify authorization status.
- Upload required clinical documentation and view submitted files.
- Access clinical guidelines, checklists and additional provider resources and tools.
- Identify the dedicated Evolent Provider Solutions Manager to use as a direct point-of-contact for any issues or questions.

CountyCare approvals issued before March 1, 2025, are effective until the authorization end date. Upon expiration, authorization requests must be submitted to Evolent. For services/treatment that did not require an authorization prior to March 1, 2025, an authorization may be required from Evolent for service/treatment dates on and after March 1, 2025.

CountyCare is proud to be your healthcare partner. If you frequently request Physical Medicine services and are new to this process, please register for a training session.



**Tuesday, February 25, 2025**

**8:00am CST**

[https://zoom.us/meeting/register/tJwud-usqjwoEtIKDM4Sz0YfM1W5XHm\\_murA](https://zoom.us/meeting/register/tJwud-usqjwoEtIKDM4Sz0YfM1W5XHm_murA)

**Meeting ID: 983 0244 7286**



**Thursday, February 27, 2025**

**12:00pm CST**

<https://zoom.us/meeting/register/tJwlc-2qqTloG9N2QQV85KKEEwEn8pSNdO9u>

**Meeting ID: 988 4427 9217**



**Tuesday, March 11, 2025**

**8:00am CST**

[https://zoom.us/meeting/register/tJYkduCprjorHNUO0oL9cX\\_AEuFFTWHp2Zyn](https://zoom.us/meeting/register/tJYkduCprjorHNUO0oL9cX_AEuFFTWHp2Zyn)

**Meeting ID: 929 1910 1161**

Upon registration you will receive a confirmation email from Evolent for the webinar session you selected.

To take part in the session via telephone, please use the numbers below and the specific meeting ID:

Phone #: +1 305 224 1968 US

Phone #: +1 929 205 6099 US

CountyCare approved training/education materials are available after logging into [RadMD.com](https://www.radmd.com). To get started, go to [RadMD.com](https://www.radmd.com), click the “New User” button, select “Physical Medicine Practitioner” and submit a RadMD “Application for a New Account”. Once the application has been processed and a password link delivered by Evolent via e-mail, you will then be invited to create a new password.

If you have questions, please contact CountyCare Provider Services Department at 1-**312-864-8200**. If you have questions about the Evolent Physical Medicine program, please email [RadMDSupport@Evolent.com](mailto:RadMDSupport@Evolent.com) or call 1-800-327-0641.

We look forward to offering you this program and hope it will enhance your experience with authorizations.

### Contact Us

Please contact CountyCare Provider Services at **312-864-8200, Option 6**. You can also use our Interactive Voice Response (IVR) system to verify eligibility.

Thank you for working with us to ensure that CountyCare members receive quality care at the right time and in the right setting. If you have any questions or would like additional information, please contact your assigned Provider Relations (PR) Representative or if you do not know your assigned PR Representative, please contact [CountyCareProviderServices@cookcountyhhs.org](mailto:CountyCareProviderServices@cookcountyhhs.org).