

**Important Member Notice:**

**Surgical Procedures**

CountyCare wants you to receive the best care. On September 15, 2021, we are starting a 15-month quality improvement program for surgery of the face, mouth, head, and neck. This is also known as oral maxillofacial surgeries (orthognathic, benign, salivary, TMJ, cleft/craniofacial reconstruction, and trauma).

**This does not apply to referrals or procedures done:**

* At University of Illinois Hospital and surgeons (UI Health)
* At those hospitals and surgery facilities in the CountyCare network with a board-certified surgeon in otolaryngology, oral and maxillofacial surgery, craniofacial surgery, or plastic surgery, and
* Any non-necessary or emergency surgery in specific areas at network facilities

Other than these three exceptions, your hospital or surgeon will tell you if you need a referral to Stroger Hospital. Initial appointments for CountyCare members will be at Stroger Hospital. They will take place within 7 working days of the request. Follow-up appointments or evaluations in preparation for surgery will be done within an additional 7 days.

Call CountyCare Member Services at 312-864-8200, 711 (TTY/TDD) or 312-864-SURG with questions.