

# CountyCare Provider Connect

Spring 2018 Issue

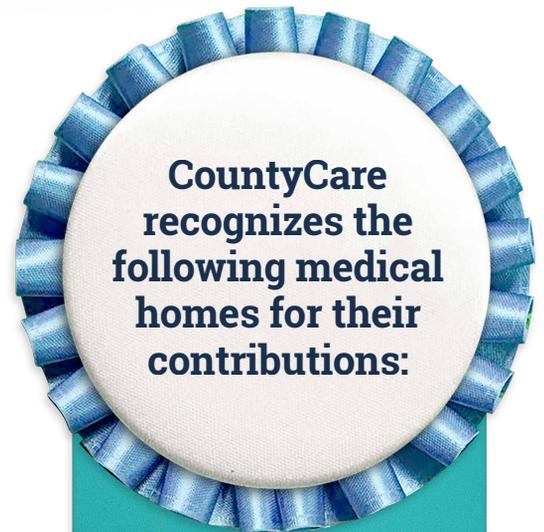
## HEDIS Supplemental Data Collection – Thank You

The CountyCare Quality Department would like to extend a huge thank you to all the providers, medical homes, and staff who contributed supplemental data towards select HEDIS measures for HY2018/CY2017.

This was CountyCare’s first year collecting supplemental data and we couldn’t have done it without your assistance, patience, and timely responses over the past couple months.

Historically, CountyCare has utilized only administrative (claims) data to determine HEDIS measure performance rates. At the request of our network providers, medical homes, and staff, a plan to collect medical record data to supplement claims data was born. Claims submission still remains the best option, but medical record data may show proof-of-services provided there are missing claims or services for members new to CountyCare, but not new to Medicaid.

CountyCare is confident supplemental data collection will provide a more complete picture of quality and all the services being provided to members, while improving overall HEDIS measure performance. We value any feedback and hope to expand our supplemental data collection efforts during this next HEDIS year. To learn more about the supplemental data collection process, email CountyCare Performance Improvement Project Analyst Laurel Chadde at [laurel.chadde@cookcountyhhs.org](mailto:laurel.chadde@cookcountyhhs.org).



- ACHN of Cook County
- Alivio Medical Center
- Aunt Martha’s Health Center
- Esperanza Health Centers
- Chicago Family Health Center
- Erie Family Health Center
- Friend Family Health Center
- Infant Welfare Society of Chicago
- Lawndale Christian Health Center
- PCC Community Wellness Center
- PrimeCare
- Rush University Medical Group
- Sinai Medical Group

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# Provider Relations Representatives: Here to Help You

We understand that caring for your patients is your top priority.

At CountyCare, we want to help you provide the best care possible. That's why we have assembled a **Provider Relations Team** to help you access and leverage CountyCare's resources more effectively and efficiently.

Each CountyCare provider is assigned a dedicated Provider Relations Representative. That means you'll have one point of contact who will act as your CountyCare liaison and your partner in delivering quality care. Provider Relations Representatives can connect you to valuable information and tools designed to:

- Build strong working relationships
- Resolve operational issues
- Share best practices
- Promote CountyCare values and goals

Your representative will be coming to your office soon to meet you and your staff and personally deliver our new Provider Tool Kit, which includes the following:

- **A Quick Reference Guide:** Important numbers – such as transportation services – will now be at your fingertips so you can share them with your patients.
- **Information about CountyCare's Member Rewards Program:** A program that rewards your patients for practicing healthy behaviors.
- **Behavioral Health Services Locations:** A valuable [list](#) to help your patients access support for mental health and substance use issues.
- **Billing and Prior Authorization Tips**

To connect with your **Provider Relations Representative**, send an email to [providerservices@countycare.com](mailto:providerservices@countycare.com). We check the email queue every day and triage issues to the appropriate person for resolution. You will receive a confirmation email within one business day, signifying that your issue has been logged and will be addressed shortly.

# Free Electronic Funds Transfer System Now Available

CountyCare now provides free electronic funds transfer (EFT) to participating providers.

We joined the InstaMed Network earlier this year to deliver your payments via free electronic remittance advice (ERA) and EFT.

This convenient and paperless system is a secure way to:

- Receive claim payments
- Track payments
- Get payment notifications

Funds are deposited directly into your designated bank account and include the TRN Reassociation Trace Number, in accordance with CAQH CORE Phase III Operating Rules for HIPAA standard transactions.

Additional benefits include:

- Accelerated access to funds with direct deposit into your existing bank account
- Reduced administrative costs by eliminating paper checks and remittances
- No disruption to your current workflow – there is an option to have ERAs routed to your existing clearinghouse

How does this help you and your practice?

- Improved cash flow
- Less paperwork
- Fewer administrative headaches

You can register now at [www.instamed.com/eraeft](http://www.instamed.com/eraeft).

You can also [learn more](#) about EFT and ways to register.

# How to Join Our Network and Get Answers About Contracts

Is a member of your practice or a colleague interested in becoming a contracted provider with CountyCare? Do you have questions about renewing a contract?

To help you get answers to questions like these, email [countycarecontracting@cookcountyhhs.org](mailto:countycarecontracting@cookcountyhhs.org) and a representative from CountyCare will contact you. If you would like to request a contract, you can find the form [here](#).

Patients of contracted providers benefit in many ways, including eligibility to participate in our [Rewards Program](#) – which gives your patients incentives for completing and participating in healthy behaviors.

# Update Your Information, Easily and Efficiently

It's important for CountyCare to have your current contact information so you can:

- Receive timely payment for services
- Keep up-to-date on new initiatives, clinical practice guidelines, and available resources
- Access the latest tools to help support your practice
- Maximize the benefits of being a CountyCare provider

To: [providerservices@countycare.com](mailto:providerservices@countycare.com)

Subject: Update my information

The quickest way to get responses to your questions and update your information is to email provider services at [providerservices@countycare.com](mailto:providerservices@countycare.com). If a change is needed, they will forward you a change template with instructions. Once you return the template to CountyCare as instructed, your updates will be processed.

## Provider Portal: Unlock Your Gateway to Resources

CountyCare's website offers a [provider portal](#) that gives you immediate access to important features and tools, including the following:

- Important documents and forms
- Authorization submission and status
- Claims status
- EOPs
- Panel rosters

To gain access, you need a login and password.

You can obtain these by completing a [portal request form](#) and submitting it to [providerservices@countycare.com](mailto:providerservices@countycare.com).

**Tip:** The portal is the easiest and quickest way to check on a claim, but if you still need assistance, email us at [providerservices@countycare.com](mailto:providerservices@countycare.com).

# Need Training? We Make House Calls

CountyCare staff are available to assist your staff in navigating CountyCare in-person or via webinars.

Whether your staff need help submitting claims, getting authorizations, or accessing tools, we can help. To schedule an orientation, portal training, or a visit from your Provider Relations Representative, email [providerservices@countycare.com](mailto:providerservices@countycare.com).

## REMINDERS

### ICAAP Events

The Illinois Chapter of the American Academy of Pediatrics (ICAAP) offers a wide range of events including free office- and hospital-based educational programs, educational webinars, seminars, and conferences.

Event and registration details can be found at [www.icaap.memberlodge.org/events](http://www.icaap.memberlodge.org/events)

### Upcoming Health Observance Months

Health Observance Months offer opportunities to raise awareness of important health topics among providers and patients.

#### April

Alcohol Awareness Month  
National Child Abuse Prevention Month

#### May

Mental Health Month  
National Asthma and Allergy Awareness Month

#### June

Alzheimer's and Brain Awareness Month  
Men's Health Month

#### July

International Strep B Awareness Month  
World Hepatitis Awareness Day