



Provider Notice

July 19, 2024

CrowdStrike Global Outage

CountyCare has been impacted by the CrowdStrike Global Outage. Currently, our call center and provider portals are unavailable for eligibility verification and submission of prior authorization requests. CountyCare is working to restore access to several key systems however, we do not expect the outage to be resolved today, 7/19/2024.

CountyCare is committed to working with our network providers to ensure that members have continued access to needed care. In response to this outage, **CountyCare is waiving all medical and behavioral health prior authorization requirements for dates of service 7/19/2024.** CountyCare will issue further guidance should systems continue to be impacted after 7/23/2024. Please note, Pharmacy, Dental, Vision, and Transportation services are not impacted.

Contact Us

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 CountyCare Provider Services at CountyCareProviderServices@cookcountyhhs.org or your Provider Relations Representative.