



Provider Notice

October 29, 2024

Enhancing Recovery: CountyCare's Partnership with EviCore for Durable Medical Equipment

In the journey to recovery from illness or surgery, access to appropriate durable medical equipment (DME) is essential. Recognizing this need, CountyCare has partnered with EviCore, effective November 1, 2023, to streamline the process of obtaining DME for our members.

The Role of DME

DME encompasses a range of medical supplies and equipment, including hospital beds, CPAP machines, and mobility aids. These items play a critical role in facilitating a safe and effective recovery, ensuring that members have the necessary support at home.

Benefits of the CountyCare and EviCore Partnership

The partnership with EviCore introduces a seamless process for acquiring DME, significantly reducing the likelihood of hospital readmission due to inadequate discharge supplies. This collaboration allows providers to focus on delivering high-quality care while relying on EviCore for efficient processing of DME requests.

EviCore not only assists in the authorization process but also offers providers comprehensive resources, including detailed "playbooks" to navigate potential challenges. This support mitigates the administrative burden on healthcare professionals, fostering a collaborative environment focused on patient well-being.

Enhancing Member Experience

EviCore prioritizes the member's experience by confirming the delivery and receipt of equipment and supplies. Furthermore, they provide education on the appropriate and safe use of these items, empowering members to manage their recovery effectively.

Efficiency and Compliance

EviCore maintains a remarkable 95% compliance rate with turnaround times, ensuring timely access to essential DME. This efficiency not only enhances workflow for providers but also significantly improves outcomes for our members.

The partnership between CountyCare and EviCore represents a significant advancement in our commitment to enhancing recovery outcomes for our members. By leveraging EviCore's expertise in DME management, we are dedicated to ensuring that our members receive the support they need for a successful recovery. We encourage both members and providers to take full advantage of the resources available through this partnership.

Providers interested in submitting a PA for DME should follow the prompts below:

- To request prior authorization for DME, you will be able to access the eviCore web portal and build a case at <https://evicore.com/Pages/ProviderLogin.aspx>.



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- Prior authorizations will be accepted 24 hours a day, seven days a week, excluding planned down time for system maintenance:
 - Via the eviCore [website](#)
 - By phone Monday through Friday from 7 a.m. to 8 p.m. at 866-525-5029
 - By fax to 866-663-7740

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 assigned Provider Relations Representative.