



December 23, 2019

Dear CountyCare Provider,

Effective January 1, 2020, Illinois Healthcare and Family Services (HFS) is implementing the federally required Ordering, Referring and Prescribing (ORP) policy. This federal requirement mandates that all services ordered, referred or prescribed to a Medicaid member must be performed by a clinician registered in the Illinois Medicaid Program Advanced Cloud Technology (IMPACT) which is the web-based provider enrollment platform. **Please be aware that your prescription request will be denied if you are not enrolled in IMPACT.**

To alleviate the concern of CountyCare members not receiving their medications on January 1, 2020, we have implemented a process that will allow the dispensing pharmacist to call in to our PBM, MedImpact at: 888-402-1982 and request a 30-day supply of medication where applicable. The MedImpact customer service department will then enter an override so that our members can receive their needed medications.

If you are prescriber, not currently registered with IMPACT we urge you to call them right away at: 877-782-5565 and enroll.

**Additional Resources:**

IMPACT Enrollment: <https://www.illinois.gov/hfs/impact/Pages/default.aspx>

Check Enrollment Status: Search by name or NPI: <http://ext2.hfs.illinois.gov/hfsindprovdirectory>

If you have any additional questions or concerns, please call CountyCare at 312-864-8200.

Sincerely,

CountyCare Health Plan