

# Provider Notice

February 19, 2026

## Provider Dispute Portal - JIRA Migration Update

To better support you and the members we serve, we are performing a system update to the Dispute Portal (JIRA platform). As a valued partner, we want to proactively share key information about the transition window and an overview of the new system environment. We appreciate your partnership and cooperation as we work to enhance our systems and improve your experience.

### Transition Window and Support

The transition will begin on **Friday, February 20, at 4 p.m. CT** and will be completed by **Monday, February 23, at 5 a.m. CT**. During this period, the Dispute Portal will remain in read-only mode and have limited functionality. Providers will not be able to create new dispute tickets or comment on existing tickets. Beginning on **Monday, February 23, at 5 a.m. CT**, providers will have access to open new tickets and view prior tickets on the updated platform. Access to the old platform will be revoked on Sunday, February 22, at 8 p.m. CT.

### Logging In After Changes

Once the migration is completed on February 23, you will notice an updated experience as you log into the Dispute Portal. Please see below for the login process to the application.

**If you have an existing CountyCare Provider Portal account, you will need to do a one-time password reset to access the Dispute Portal. Please follow the instructions below:**

1. Log into the Provider Portal and click on 'Identifi SSO' in the ribbon
2. Click the Account icon in the upper right-hand corner of the screen
3. Click 'Contract Support'
4. Enter your email address when the Dispute Portal platform appears
5. Click 'Next'
6. Select 'Continue with Single Sign-On'
7. Click 'Forgot Password'
8. Enter the code sent to your email
9. Enter and confirm the new password
10. Select 'Yes' that you would like to stay signed in



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**If you do not have an existing CountyCare Provider Portal account and access the Dispute Portal directly, you will not need to reset your password; however, the URL will be different. Please follow the instructions below:**

1. Click the following URL: [Customer Login - Help Center - Jira Service Management](#)
2. Enter your email address when the Dispute Portal platform appears
3. Click 'Next'
4. Select 'Continue with Single Sign-On'
5. Click 'Forgot Password'
6. Enter the code sent to your email
7. Enter and confirm the new password
8. Select 'Yes' that you would like to stay signed in

Once logged in, you will be directed to the Evolent Service Desk. Click on 'Provider Disputes' which will open the CountyCare 'Provider Dispute Form.'

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](mailto:countycareproviderservices@cookcountyhhs.org) or your assigned Provider Relations Representative.