



March 2020

Billing Update related to Mobile Crisis Response

CountyCare has received notification from State of Illinois Healthcare & Family Services (HFS) regarding a retrospective rate increase for Mobile Crisis Response (MCR) procedure code S9484 back to August 1, 2018 – June 30, 2019. CountyCare has programmed the retrospective rates effective 12/18/20 for the affected dates of services. Claims reprocessing is currently underway for any CMHC providers who billed enough to cover the rate increases or their usual and customary.

CountyCare requests Providers bill ***usual and customary rates*** versus billing the Medicaid allowed amount for all claims. This will ensure we are able to reprocess claims on file for the rate increase without requiring Providers needing to re-bill a corrected claim incorporating. CountyCare recognizes you may have already submitted dates of services at the old rate, you will need to submit a corrected claim to receive the increased reimbursement from CountyCare. This is due to standard “lessor of” language within the contract, which means that we will pay the HFS rate or billed charges, whichever is less. We are allowing CMHC Providers 60 days or until May 15, 2020 to submit corrected claims for the rate increases – during this time period timely filing will be waived for S9484 only.

As CountyCare works to reprocess claims, you can track the progress of the rate update and the claims reprocessing on our Provider Billing Resources Page, under Claims Projects:

<http://www.countycare.com/providers/provider-billing-resources>

Prior Authorization

As a reminder, to visit our CountyCare website for services that require prior authorization and to submit a prior authorization for certain Community Support and Behavioral Health Services:

<http://www.countycare.com/providers/prior-authorizations>

Verifying Eligibility

Providers are responsible for verifying member eligibility monthly or prior to delivering services.

Eligibility can be verified using the Provider Portal: <http://www.countycare.com/providers/portal> or by using the HFS MEDI system.

Contact Us

If you have any questions or would like additional information, please contact your Provider Relations Representative or CountyCare Provider Services by calling 312-864-8200, option 6 or by email at

ProviderServices@countycare.com.